

Interview

What challenges in your business influenced you to look for the services?

- *We wanted to further develop our business and that way make a change in our business culture.*
- *We wanted an outsiders view on our business..*

Describe your selection process and what you found most attractive about our company/services?

- *Local operator*
- *Solid knowledge*
- *They offered a package that suited our business*

What are three words that describe your experience of Edupower and why would you recommend us to others?

- *Effective*
- *Efficient*
- *Customer oriented*

What specific results have you seen during or after the services?

- *Development of cooperation between departments (silo mentality was crushed)*
- *Stronger teamwork*
- *A new way of working with development was achieved*

What benefits have you experienced after working with us?

- *We talk about things using their right terms, constructively, and we learned the importance of documentation*
- *The importance of customer orientation was emphasized*
- *The production organisation takes part in development on a deeper level*

Describe the content of the services

- *Our purpose was to dismantle the silo mentality and clarify work made between departments. Deepening models for continuous improvement, such as the A3 technique, gave us a systematic way of solving problems and working together.*

Staff comments on sessions:

- *Customer service; Developing customer oriented work was something good.*
- *Teamedare; A need of change was obvious and the work really got started*
- *Project manager; Systematic problem-solving was learned and models for follow-up still need to be improved*

Case study

Customer: Oy Primo Finland Ab

Year: 2019-2020

Content:

Primo Finland Oy

Oy Primo Finland Ab is a Finnish subsidiary company of the Inter Primo concern.

We produce and market plastic profiles, mostly for the needs of industry and building.

The number of our personnel in Finland is 70 and the budgeted turnover in 2020 is 21M €.