

# Case Study

## DQS

Components for Window & Building Industries

### Project Title - Junior Management Development

“The course has been of grate benefit, with people from different regions coming together and talking about business issues. We all feel that we have improved DQS as a team with Everyone contributing.”

Janine Spiller



### Why the CQM Junior Management Development Programme

DQS embarked on the programme to enhance their movement towards I.I.P, whilst integrating team leader performance across the UK sites. Kim Gallagher, the HR Manager felt that the programme would enable various depots to learn from each other and focus on DQS specific issues.



### Project Achievements

- Eight junior managers achieved BTEC certification.
- New quotation systems resulted in an increase of 50% of new orders.
- New system established in the tele-sales department, this process led to £117K of new business being generated over a 12 month period.
- Reduction in warehouse errors
- A business developed project established 41 key accounts £45K of new sales generated.
- ILU Matrix systems installed
- New controls and systems implemented in the warehouse

“It is evident that large problems can be solved with simple solutions. The presentations made by DQS team has shown that we have achieved success through employee involvement and improved communication. The presentations were excellent”





Each Lean Management Thinking programme that CQM Training & Consultancy (CQM) deliver is tailor made to ensure the greatest business benefit is gained by your company or organisation.

The programme will provide jargon-free help to your teams who will be 'challenged' to make significant improvements to their operations.

All the time, our experienced trainers will provide close support and help to keep your team on track.

Our carefully developed and successful formula works every time and will help you generate real savings. It involves giving your chosen team the problem of solving techniques that they will need and then coaching on your site to actually produce the savings and improvements.

The Lean Management Thinking programme is specifically designed so that upon completion your team will have acquired the knowledge to continually improve your processes and embed change.

### Lean Programme Contents:

Our Lean Management Thinking programmes and consultancy support can be tailored to your specific needs, but typically it will cover:

- Leadership Style
- Lean Team Building
- Waste Elimination
- Process Improvement Tools
- Measuring Performance
- Project Presentation Skills
- Developing Lean Strategies
- Process Analysis
- Supply Chain Management
- Kaizen
- Added Value vs Added Cost
- Lean Time Management

During the last few years we have so far logged some £7.5m of real savings for our clients. So confident are we that this process will succeed in helping you achieve financial savings and meaningful improvements, that we offer you a money back guarantee. If our specialists are not able to help your people identify and recommend savings, at least to the value of our fee, **we will refund the difference.**

## Contact Us

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### Advantages of Lean

- Increase you profits
- Enhance productivity
- Improve quality
- Reduce waste and inefficiencies
- Reduce process times
- Reduce Inventories

### On our Lean programme your team will develop:

- Problem solving and team development skills
- Understanding in how to implement a process of continuous improvement
- Skills which will make changes stick
- Skills to identify and measure wasteful processes
- Abilities that will improve the overall 'culture' within your business
- Appreciation of standards that effect quality and the way you work