

INCREASE UPTIME AND CUSTOMER SATISFACTION

WITH ORGANIZATIONAL EFFECTIVENESS AND MANAGEMENT SYSTEM

01 | CHALLENGE

Organizational alignment, productivity, customer satisfaction

A reputable manufacturer of pharmaceuticals was struggling to meet corporate financial expectations and goals. Organizational and functional challenges included a lack of clarity in work processes and procedures, misalignment between functional team members and cross-functional departments, communication gaps, and a lack of engagement between upper management and front-line supervisors. These challenges were resulting in high employee turnover, equipment downtime, low productivity, increased costs and customer satisfaction issues.

02 | SOLUTIONS

Enhanced management operating systems

Myrtle Consulting Group partnered with the company with a strategic approach. The team:

- *Enhanced Management Operating Systems (MOS) and improved understanding and compliance for key performance indicator (KPI) processes*
- *Developed training modules on core leadership competencies, leadership coaching protocols, and standard work procedures*
- *Implemented behavioral competency measurement tools*
- *Built a communication infrastructure to bridge collaborative gaps*
- *Instilled ownership, accountability, and problem-solving methodologies among front-line management teams*

03 | RESULTS

25%

INCREASE IN UPTIME AND
INCREASED CUSTOMER
SATISFACTION

Within five weeks of the implementation of new tools and processes, there were tangible results. Communication within the organization improved and employee turnover decreased. Equipment downtime was reduced, generating an increase in productivity and cost savings. Uptime increased more than 25%, resulting in greater throughput and customer satisfaction.

“We would not have the results if it weren’t for Myrtle’s ability to work effectively from the executives down to the hourly staff.”

- General Manager