

Case Study: Implementing PHRED for Enhanced Problem Solving and Knowledge Sharing

The Challenge: Disconnected Problem Solving and Lack of Visibility

A consumer products manufacturer with 10 worldwide brands was struggling with inconsistent problem solving processes and a lack of centralized knowledge management. This led to:

- **Recurring Problems:** Teams were solving the same issues repeatedly across different sites, wasting time and resources.
- **Inconsistent Root Cause Analysis:** Problem solving efforts often failed to identify the true root cause, resulting in ineffective solutions.
- **Siloed Knowledge:** Problem-solving information was stored on individual computers or in personal files, making it difficult to share best practices and learn from past experiences.
- **Inefficient Reporting:** Generating reports and KPIs for management meetings required pulling data from multiple systems and Excel sheets, which was time-consuming.
- **Lack of Supplier Accountability:** Suppliers did not follow proper problem solving methodologies, and there was no system to guide them through root cause analysis.
- **Limited Management Visibility:** Management lacked a clear view of ongoing problems and couldn't effectively intervene when issues escalated.

These challenges resulted in significant financial losses, decreased efficiency, and reduced customer satisfaction.

The Results: Enormous Cost Savings and Better Use of Problem Solving Knowledge

- **Reduced Costs:** Eliminating the recurrence of problems saved significant costs related to downtime, rework, and scrap. Before PHRED, they estimated losing \$1.3 million per quarter by re-solving problems which had already been solved elsewhere.
- **Increased Efficiency:** Automation of reporting and tracking freed up valuable time for employees.
- **Improved Quality:** Standardizing problem solving ensured that the true root causes are identified and eliminated.
- **Better Supplier Performance:** PHRED helped to track and hold suppliers accountable for the quality of their products and services.
- **Enhanced Customer Satisfaction:** Faster resolution of complaints and higher product quality resulted in happier customers and increased retention.
- **Increased Management Visibility and Control:** Management can view all problems and actions across the organization, allowing them to make more informed decisions and intervene when needed.
- **Improved Knowledge Sharing:** Teams can quickly access past solutions and learn from previous experiences, creating an organization that learns and improves continuously.
- **Development of Skilled Problem Solvers:** PHRED empowers all employees to be part of the problem-solving process and to develop their skills.

Conclusion

PHRED's problem-solving software offered this manufacturer a comprehensive solution to improve their problem solving capabilities and foster a culture of continuous improvement. By providing a centralized system for tracking, analyzing, and resolving issues, PHRED helped them reduce costs, increase efficiency, and improve quality with PHRED's standardized, collaborative, and question-based approach. Problems are now solved effectively and knowledge is captured and shared for future benefit.