Challenges  Spooner’s Woodworks recently combined operations from two separate buildings into one state-of-the-art 60,000 square foot facility to support growth and maintain its reputation in the industry for quality, reliability and customer service. Additionally, a new line of doors and door hardware was launched. The company wanted to position itself to be able to take advantage of key opportunities for growth in the near future and was ready to implement a Lean initiative to reduce overall costs and improve customer satisfaction by streamlining operations.

Solution  CMTC worked with Spooner’s Woodworks in March, 2018 to plan and implement a company-wide Lean training program that would enhance its process improvement journey. The goal of learning and implementing Lean principles and tools was to develop the skills of employees to be able to eliminate waste in document processing and increase the company’s speed to market. The program consisted of training and implementation of Lean Office and Six Sigma principles and tools specifically in the customer service area. The project was completed in August, 2018.

Impact  With facilitation by CMTC, the implementation team set up by Spooner’s Woodworks’ executive staff created:

- Work teams that began or further developed Lean culture habits
- Waste and variability was identified and analyzed with recommendations for their reduction or removal
- Key staff was educated in the identification, selection and prioritization of Lean improvement opportunities
- A pilot implementation was successfully completed to improve workflow