

SC21 Implementation Case Study

CHH CoNeX Ltd



SC21 programme making the difference

Customer Comments:

“Tom Townsend and TPT have become a true extension to the CHH team. Tom is passionate about his work and he regularly goes the extra mile for CHH. Tom always illustrates points of learning with practical examples and he has a comprehensive knowledge and understanding of the EFQM model”.

Shaun Ashmead

Operations Director

CHH CoNeX is a leading provider of bespoke cable assemblies, integrated products and logistics services.

Focused on providing innovative design, manufacturing, logistics and other related services to create value and minimise waste as a true extension of our customers business.

Achieving the **optimum overall cost of acquisition** for technology based products across a range of markets including telecoms, transport, medical, industrial, defence, aerospace and security.



Benefits

- Projected Turnover increase of 18% from 2010 to 2011
- Projected Profit Before Tax increase of 90% from 2010 to 2011 (even after £290k annual equivalent investment in strengthening executive team)
- Projected 76% increase in expenditure on training
- Board of Directors more strategic in its approach
- Improvement in clarity of communication throughout the Company
- More structure and opportunity created around employee development
- New customers
- Internal Schedule adherence increase from 93% to >98%
- Increase in Efficiency from 55% to 80%
- SC21 Silver Recognition July 2011

Contact Details

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Shaun Ashmead –
Operations Director

“Tom leads TPT by example with his unique personality. His enthusiasm is infectious and he clearly has the support and loyalty of his capable team. When selecting a consultancy to help us on our journey at CHH, TPT stood head and shoulders above the other candidates.”

Results

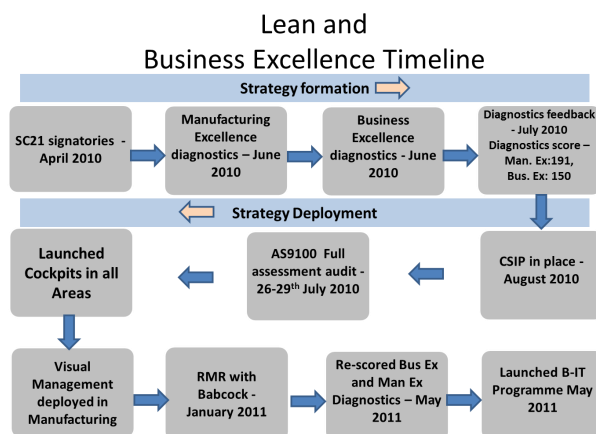
- **AS9100 accreditation - process commenced April 2010**
- **CHH CoNeX achieved SC21 Silver Recognition during July 2011.**
- **AS9100 Rev C**
- **Delivery maintained above 99.95%**
- **Quality maintained above 99.5%**

For more information contact:

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CHH CoNeX joined the General Dynamics Cluster group during April 2010

- Became an SC21 signatory April 2010
- Business Excellence & Manufacturing Excellence diagnostics carried out May & June 2010
- Diagnostics feedback received July 2010
- CSIP completed August 2010
- AS9100 accreditation - process commenced April 2010
- Full assessment audit performed 26-29th July 2010 – certified Aug 2010
- CHH CoNeX achieved SC21 Silver Recognition during July 2011.



This case study outlines the approaches taken by the company and the level of **Management Commitment** required. Firstly lets define what we mean by **Management Commitment**;

Management Commitment is tested during the diagnostic phase where **Business and Manufacturing Excellence** is reviewed. This review tests the integrity of that commitment and it's maturity by addressing:

- the structure or soundness of the approaches
- how well it is integrated in the business over time
- it's deployment across all areas
- how the approach and deployment are re-viewed for effectiveness
- what results are being achieved to demonstrate that effectiveness

The diagnostic identified the following Key Opportunities for improvement:

- Further develop and deploy the business plans and strategies further to Include:
- Strategy Formation & Deployment

- Business Operating Systems
- Order Creation
- Product Realisation (Design to Sign off)
- Order Fulfilment
- Supply Chain Management
- People (Employer of Choice)
- Lean (SC21 Deployment)
- Technology
- Develop process framework for Strategy Deployment to include:
- Process Owners
- Prioritised Action Plans
- KPI Alignment to Processes
- Targets for all KPI's
- Benchmark with A|D|S and Best in Class
- Meeting & Reporting Structure

• Develop visual management systems prioritising on Eaton, Sky Cables and Oshima:

- Production Plan Status (Kit Preparation)
- Continuous Improvement Activities
- Local KPI's (Based on A|D|S Measures)
- Training Status
- Corrective actions (Supplier/Customer/Internal)
- 5S Status
- Review Process (Locally and at Manager Level)

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