



Success Stories from the Field

Philips Lighting

Lean Sheds New Light on Philips Lighting

Client Profile:

Philips Lighting is a market leader in cardiac care, acute care and home healthcare, energy efficient lighting solutions and new lighting applications, as well as lifestyle products such as flat TV, male shaving and grooming, portable entertainment and oral healthcare. The company's facility in Mountain Top, Pennsylvania employs 140 people.

Situation:

Philips recognized that a critical factor for success is the ability of a company to be a high performance organization. To maximize productivity and reduce wasted resources, company management wanted to develop an understanding throughout the entire workforce in Lean concepts and techniques. Philips Lighting called on NEPIRC for help.

Solution:

NEPIRC provided initial Lean training for company employees in basic concepts and techniques and tools, in accordance with corporate guidelines. Classes included standard operating procedures, Problem Solving 5S + 1 (Sort, Set in Order, Shine, Standardize, Sustain, Safety), and Visual management. Through the training and facilitated events, employees learned about process improvement and had the opportunity to apply their new knowledge and skills in the office and warehouse area.

Results:

- Improved efficiency by 20 percent.
- Increased output by 20 percent.

Testimonial:

"Our Employee Engagement scores increased by 30 percent. This score is a corporate metric we are proud to have attained and will contribute to the sustainability of the improvements gained by NEPIRC's involvement. In Philips' Quality Improvement Competition (QIC), this facility's team was rated the best in the Tri-State Region and advanced to the North American finals in Cancun, Mexico. We have benefited significantly from our relationship with NEPIRC." - Michael Lombardo, Regional Distribution Center Manager