

Success Story

Problem Solving

Gill Industries

Attention to Quality and Innovative Problem Solving Improves Customer Satisfaction

As a global supplier of precision engineered assemblies, Gill Industries designs, engineers, and manufactures things that move. The company's integrated processes ensure superior durability of your product, even under the stressful and uncertain conditions of the real world. That's why Gill's customers trust them to design and engineer products that will move, survive, and thrive in the real world.

Gill Industries is a full service supplier of engineered, mechanical assemblies to the automotive, furniture and multi-use vehicle markets. The technical support offered is integrated in the management of entire programs. From start to finish, Gill's customers experience the value of their team collaborating on product solutions.



Keeping customers relevant and competitive in a global economy means being where opportunities and economies are created. Gill established presence in North America, Asia and Europe to support its customers while ensuring the high standards in product quality and service customers have come to expect.

Problem Solving Standardized

In an effort to improve quality and customer satisfaction, Gill Industries enlisted the services of MMTC-West and the group's Problem Solving program to standardize the company's approach to dealing with manufacturing issues.

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The goal of the workshop is to provide the company with proficient, accurate, timely, fact-based problem solving capabilities. During the full-day workshop, MMTC facilitators covered an eight-step approach to problem

solving, objectives of each step, effective team meeting process to leverage the problem solving activity and a storyboard reporting format. Through workshop learning, Gill Industries increased their knowledge of what a team oriented problem solving process is and where the quality tools fit into that process.

Building an Integrated Quality System

As part of Gill Industries' efforts to increase company performance, quality, and customer satisfaction, the organization also tapped MMTC-West to assist in developing an integrated quality management system for

the company.

Facilitators developed a workshop based on the requirements of ISO/TS 16949, preparing employees to be better and more effective internal auditors. Each participant gained the knowledge needed and skills required to become a competent and effective internal auditor using internal audits as a company tool to drive improvement and efficiency.



The Results

Through implementing a standard process for problem solving and unifying the company's quality management systems into one comprehensive solution, customer satisfaction has improved significantly.

"MMTC's programs and workshops helped us to set the ground work for creating a material flow and process flow that would allow us to implement long-term improvements down the road," said Jesensek. "Additionally, the problem solving activities helped us prepare for the format that we wanted going forward with team leader responsibilities and the problem solving environment that we are promoting."

As a result of the improvements made in quality and processes at Gill Industries, the company's official quality complaints from customers have dropped 79% from 2011 to 2012.

