

CLIENT STORIES #2

Creative Confidence used to reduce buffer storage for a production company

A multinational flexographic production company wanted to reduce storage buffers. Solver's creativity and innovation specialists delivered a Creative Confidence workshop followed by a creative problem solving session. Participants, mostly senior process, quality, and logistics engineers worked together using design thinking to solve a costly issue.

Challenges

- Reducing operator errors could have a positive impact on required buffer storage
- The issue was highly complex because over 100 different factors influenced the required storage
- A valid solution also required buy-in from several managers in order to be adopted

Solution

- A group of senior engineers participated in a workshop, Creative Confidence, that helped them work easily with creative problem solving tools
- The group established standards of collaboration such as deferring judgement, voting for ideas without knowing the identity of the author and so on
- Solver's specialists facilitated a creative problem solving session for the group. They applied design thinking principles and associated tools in order to help participants achieve the best results

Outcomes

- Buffer storage was reduced by 27%
- A new induction and training process was created for operators
- The group of senior engineers regularly hold collaborative problem solving sessions together
- Participants use creative problem solving methods in their own departments