



CASE STUDY [MANUFACTURING & DISTRIBUTION]

**promapp™**

**Rinnai NZ**

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**Rinnai is the world's most innovative heating appliance manufacturer and widely regarded as the global industry leader. That status didn't come overnight. It's the result of the company's focus on continually improving their products and business at every level.**

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Rinnai New Zealand began using Promapp not in reaction to any specific inefficiencies or issues, but because they saw it as a tool that would help them continue to be better now and in the future.

As Rinnai's quality assurance manager Kevin Sherlock sees it, improvement is inherent and essential to the business.

'The Japanese culture says we've got to keep improving because our competitors are. If we sit back, we won't be the company we are in ten years.'

A Kaizen approach? 'Let me put it this way,' says Kevin. 'Our company chairman lives on the same street as Mr Toyota.'

## Business Benefits

'No surprises' management of health, safety and risk

Simplified auditing

Standardized, centralized process information

A better-informed, more confident board

Faster, more efficient staff onboarding

Less time updating process systems



## Clawing back time.

Promapp was used to align, streamline and centralize processes throughout the organization. Its usability had immediate effect on the financial department particularly says Helen Worsop, the company's financial controller.

Promapp also helps Rinnai make sure they stay ISO 9001 compliant - it saves time, effort and disruption during an audit. New staff are onboarded much more quickly - Promapp is so simple to use, staff can all but train themselves.

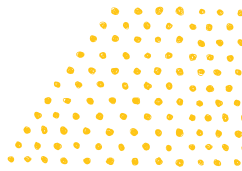
Kevin says Promapp's simplicity compared to other systems has netted them time savings.

'Then there's the amount of effort you put into keeping a process up to date. With Promapp, it's simple. It doesn't take hours like it does with Visio.'

**'All the relevant information we need is instantly available in the Promapp library.'**

**KEVIN SHERLOCK**

Quality Assurance Manager  
Rinnai NZ





## Healthier and safer every day.

Unsurprisingly, those efficiencies weren't the end of the story for Rinnai NZ and their culture of improvement.

Kevin saw an opportunity to use Promapp to make health and safety and risk management an unconscious part of the day-to-day business, at every level.

Doing so wouldn't just better protect the business and its people, there would also be the inevitable efficiencies. With information no longer 'tucked away in dusty folders', people were no longer surprised by reports that demanded improvements or changes in their work.

'We might do an internal audit on whether we were following existing processes and how to improve. Reported on paper, that relies on you to remember the changes, and for managers to remember to remind you. Promapp makes that information available all the time.'

That, he says, means that recording improvements on Promapp has made managing risks a natural, gradual part of their work.

'People didn't know what was expected of them. Now they can check to see what's on the list to do. It's more dynamic; the system can be updated as soon as someone spots something.'

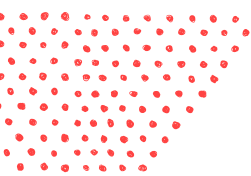
Because everyone's better informed and they can easily access up-to-date processes, managers can spend less time overseeing staff. Kevin says it allows for more delegation – which is not just good for managers, it also gives staff room to take on more responsibility and grow in their roles.

**'We have achieved time and cost savings – efficiency gains that came about as Promapp helped us identify steps that were no longer required.'**

### **KEVIN SHERLOCK**

Quality Assurance Manager  
Rinnai NZ





**‘To improve things,  
we have to know  
what we’re doing  
today, so we can do  
it better tomorrow.’**

**KEVIN SHERLOCK**

Quality Assurance Manager  
Rinnai NZ

## Better board oversight, better business.

The company’s board also appreciates being able to review information from Promapp more quickly. Understandably, health and safety is a key focus, as is risk management. By reviewing the same data as their people, the board gets a clear, unfettered view – and a great deal of comfort. ‘We’re all using the same information. They get the raw data, so they know for sure that they’re seeing the real picture.’

He says the board is also now better armed to be proactive and ‘apply downward pressure’.

‘It’s had a real impact on the business. They’ve got better info, so they’re asking better questions.’

## Continuous improvement to stay ahead of competitors.

Fundamentally, Kevin sees Promapp as a system that helps engage staff and embed a culture of improvement, from the shop floor to the board room – something that will help Rinnai maintain its leadership position.

# About Promapp

At Promapp, we believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With Promapp's intuitive cloud-based BPM software, used by hundreds of organizations worldwide, anyone can create, navigate and change business processes.

Sign up for a [30-day free trial](#) or [join an intro webinar](#) to see Promapp in action.

## Connect with us.

[promapp.com](http://promapp.com)



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