

Fisher & Paykel

Household brand, global complexity



Industry:
Manufacturing & Distribution

Business Benefits

- Business excellence and process excellence
- Business improvement framework support
- Knowledge and training
- Structured process improvement
- Global access, sharing and contribution
- Easy access to processes on the factory floor with touch screens and smart workstations
- Clarity of cross functional roles and responsibilities
- Standardised best practice

For eighty years, the Fisher & Paykel brand has been synonymous with quality home appliances. Since the first designs were rolled out in 1934, Fisher & Paykel have grown into a well-known global company.

Their distribution network now includes NZ, US, Europe, India, China, Pacific and Australia, with factories in Mexico, Italy, Thailand and New Zealand.

That's a lot of people, processes and product to keep track of. So when Fisher & Paykel decided to implement its global manufacturing strategy, the need for standardised processes was even more apparent.

“Our production lines had moved to new sites and we wanted to ensure that we transferred knowledge, maintained quality, achieved global standardisation and captured best practice.”

*Steve Clark, Head of Risk and Assurance,
Fisher & Paykel*

Common processes - globally

“As a web-based solution, Promapp facilitated the sharing of information globally, meaning that the same process can be accessed regardless of location, be it at the Thailand site, in Mexico or in New Zealand.”

*Steve Clark, Head of Risk and Assurance,
Fisher & Paykel.*

Promapp has enabled Fisher and Paykel to make standard processes available anywhere in the world – rather than having disparate and outdated local variations held on network drives or intranets. It has provided a common standard for business units to begin adopting as part of their journey to business excellence generally and process excellence in particular.

The goal was to achieve consistent quality, capture global best-practice and deliver standardisation across sites. This applied not only to manufacturing but to training, induction, and business practices.

In documenting its key manufacturing processes Fisher and Paykel took the opportunity to standardise better practices drawing from each of its sites. This facilitated cross site knowledge sharing and communication as well as clarifying some inter-division roles and responsibilities.

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One good result leads to another

For Fisher & Paykel, mapping and documenting their processes has created multiple benefits. It's highlighted cross-functional processes, clarified roles and responsibilities, and standardised best practice across the world.

The manufacturing division has been able to standardise processes and best practice. In the process, they were able to identify areas where they could improve efficiency and effectiveness. Because of this, Fisher & Paykel have extended Promapp to other departments: customer services, supply chain and support functions like HR and Finance.

"There are different levels of uptake and maturity within our departments; Promapp use is spreading as required."

*Steve Clark, Head of Risk and Assurance,
Fisher & Paykel*

"Promapp has helped us to make the best practices visible, standardised and communicated. We've captured knowledge, so when we have turnover of staff the uptake on those processes is a lot quicker, and from a business continuity perspective, having these documented is important."

*Steve Clark, Head of Risk and Assurance,
Fisher & Paykel*

A perfect match

Part of what made Promapp so usable for all these departments is its simplicity. Its intuitive interface means users can familiarise themselves almost immediately, and begin referring to the system as part of their everyday work.

The different modules are integrated, which provides clarity of function, and since it's accessible through the cloud, staff all over the world can follow the same standardised processes.

Another attraction for the company was the touch mode and smart work stations which deploy processes to the manufacturing line.

Communication and clarity

Promapp has played a role in helping Fisher and Paykel move forward in their Business Excellence goals. The global access, sharing and contribution, along with standardised process mapping, has supported their business improvement initiatives. It has contributed to maintaining their reputation as a world-class manufacturing company.

Process Excellence Meetings were held regularly to ensure continued engagement and improvement. The support of top level executives, as well as the appointment of Promapp Champions, has been vital in keeping people engaged and invested.

The slow and steady roll out of Promapp throughout the company has allowed Fisher & Paykel to streamline its processes while still remaining true to the company vision.

"We wanted to walk before we ran, so we piloted a small number of sites. Pretty soon we were integrating it into our intranet and induction processes. It has become one of the tools we use. Promapp is becoming our standard tool for capturing, sharing and maintaining processes."

*Steve Clark, Head of Risk and Assurance,
Fisher & Paykel*

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