

Case Study.
McKesson.
Canada.
Supply Chain and Logistics.

Elevating management team's skills to better engage employees in continuous improvement

Challenge

McKesson is a global supply chain and healthcare services company delivering pharmaceutical products and services to pharmacies and patients.

Its Canadian division wanted to improve its management team's skills and provide it with structured tools and practices to better engage employees in continuous improvement processes.

Solution

Our dss+ Humex experts worked with the McKesson Canada team to empower it with best management practices and behaviours, as well as optimised operational processes:

- On-site training and coaching of managers
- Implementation of active supervision tours
- Refinement of the continuous improvement culture
- Implementation of daily KPI reviews
- Optimisation of operational workflows
- Deployment of action-oriented meetings
- Development of labor planning tools

"Trust the process — it works."

**Cheryl Weber, Distribution Center Management,
Edmonton site**



Operational results

- 6.1:1 ROI
- \$2.2M warehouse productivity improvement
- 10% efficiency gains in labor cost per line



Strategic results

- Improved employee involvement in continuous improvement
- Increased communication efficiency
- Stronger strategic alignment between geographic sites and corporate

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