

Case Study.
SERF.
France.
Pharmaceutical.

Leveraging upskilling and technology to boost operational performance

Challenge

SERF (Société d'Étude, de Recherche et de Fabrication) has been developing in-depth industrial knowledge and scientific expertise in orthopaedic implants.

With the goal of pursuing the growth experienced in the past few years, the company wanted to implement strategies to improve productivity and develop the skills of its management teams.

Solution

SERF called on our team of dss+ Humex experts to equip its leaders with best management practices and behaviours, and a complete Daily Management System (DMS) – UTrakk:

- Coaching in skills development for management teams (manufacturing team leaders and production managers)
- Definition of leadership signature
- Establishment of Leader Standard Work
- Implementation of regular active supervision tours and tour reviews
- Digitalisation and standardisation of active supervision tours and tour reviews
- Implementation of a system to facilitate problem identification and resolution, and escalation of improvement opportunities

"I felt like the teams were becoming more confident, and this shows in the results. We believe even more in supporting people, with the bonus of a tangible return on investment."

Romeo Casimiro, Deputy General Director of Operations, SERF

dss+

Protect. Transform. Sustain.



Operational results

- 17% increase in weekly productivity for cotyle manufacturing
- 20% increase in weekly productivity for rod manufacturing



Strategic results

- Better visibility on operational performance
- More effective information sharing between teams
- Improved performance of management teams
- Increased employee engagement

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