

Case Study.
Bombardier.
United States.
Aerospace.

Empowering leaders to navigate operational transition and achieve peak performance

Challenge

Bombardier specialises in designing, manufacturing, and servicing innovative and high-performance aircrafts for corporate, governmental, and individual clients.

After acquiring Triumph's Global 7500 wing manufacturing operation, based in Red Oak, TX, the global aerospace leader set out to strengthen its aerostructures business while maintaining production of its flagship business jet.

Solution

Bombardier called on our dss+ Humex experts to support its Red Oak teams through the learning curve of this transition towards new processes and tools. Together, they equip its leaders with best management practices and process optimisation methods:

- Definition of leaders' roles and responsibilities
- Development of leadership skills in team management and performance through targeted coaching
- Implementation of regular active supervision tours
- Establishment of efficient communication rituals
- Deployment of visual management tools
- Reorganisation of work schedules and resource allocation

"With all the information, our leaders can invest time and energy in the right areas. Ultimately, each shop floor supervisor understands how their area is performing."

Justin Logan, Program Manager, Bombardier



Operational results

- 5.7:1 ROI
- \$11M annualised savings
- 1.8x higher efficiency



Strategic results

- Better understanding of operational performance
- Improved performance of leadership teams
- Efficient resource allocation

dss+

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