

Case Study.
Cosmetix West.
United States.
Pharma and Life Science.

Cosmetix West creates a culture of teamwork and high performance

Challenge

Based in the Los Angeles area, Cosmetix West specialises in crafting premium, high-efficiency formulations for skincare, haircare, personal care, tinted products, and beyond. Faced with the need to boost productivity and streamline operations, the organisation knew the way forward was to empower its frontline leaders to drive operational performance.

Solution

Cosmetix West partnered with our dss+ Humex experts to develop strong management behaviours and practices, structure communication processes, and improve visibility on KPIs with UTrakk Daily Management System (DMS):

- Development of frontline leaders' skills through workshops and one-on-one coaching sessions
- Training of internal coaches to sustain the coaching culture
- Deployment of daily supervision tours to identify non-conformities and generate actions
- Establishment of structured rituals dedicated to action escalation and resolution
- Implementation of Improvement teams to identify, plan, and execute process optimisation tasks
- Definition of KPIs and implementation of dashboards to facilitate performance tracking

"This project empowered our operational team by coaching our managers and giving a voice to our frontline leaders, mechanics, quality, and line operators."

Gerardo Tufano, CEO, Cosmetix West



Operational results

- 16% increase in Overall Equipment Effectiveness (OEE)
- 20% increase in batched released per week
- 13% reduction in direct labour per unit cost



Strategic results

- 122% improvement in management effectiveness
- Higher accountability towards performance
- Improved cross-department communication

dss+

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