

Case Study.
CSF International.
Canada.
Manufacturing.

Improving productivity and synergy: CSF's human and operational shift

Challenge

With over 25 years of experience, CSF International is a leading manufacturer of replacement parts and accessories for refrigeration displays in North America.

In a context of rapid growth, the organisation launched an ambitious initiative focused on three strategic areas: labour costs, quality-related losses, and customer installation costs.

Solution

In partnership with our dss+ Humex experts, CSF implemented best management behaviours along with structured, action-oriented active supervision tours, supported by UTrakk Daily Management System (DMS):

- Development of the management skills of 15 supervisors and 20 team leaders through coaching
- Training of 16 internal coaches and 2 sustainability agents to perpetuate the approach
- Implementation of regular, structured supervision tours to ensure work progress and communication
- Improvement of production and operations meetings for close operational monitoring
- Creation of customised and dynamic dashboards to identify gaps in real time
- Digitalisation of rituals, checklists, corrective actions, and opportunities

"This initiative has not only enabled us to strengthen execution discipline but also support a culture of sustainable performance, shared at all levels of the organisation."

Luc Bachant, Vice-President of Operations, CSF International



Operational results

- \$1M annual savings due to the optimisation of the three strategic areas



Strategic results

- 3x more active supervision tours
- 50% improvement in management effectiveness
- 35% improvement in management skills
- Increased collaboration between teams and departments
- Creation of a performance culture

dss+

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