

Case Study

**Soniplastics** | Canada | Manufacturing

# Redefining management to accelerate performance

The company adopts a proactive approach that generates operational gains

Soniplastics is a leader in the design, manufacture, and distribution of PVC door and window systems.

## The challenge

The company faced several challenges that were limiting its performance. With a reactive management approach, managers had little influence over operational results. Existing management systems did not enable the effective use of equipment and resources.

Communication lacked structure and improvement ideas were rarely followed through, leading to lower employee engagement. These challenges were compounded by production inefficiencies, including frequent downtime and underutilisation of available capacity.

## The approach

Soniplastics turned to our dss+ Humex experts, who enabled the organisation to transform management practices and improve operational performance.

This support helped develop sustainable managerial behaviours and implement structured supervision tours, promoting proactive management, continuous improvement, and employee involvement in problem-solving.

An effective communication structure was put in place to strengthen collaboration, accountability, and performance monitoring, while the processes for setting up and testing new moulds were optimised.

## Impact on the ground

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| **11%** increase in productivity | **16%** improvement in quality | Creation of a **culture of proactive management** |

## The inflection point

*"This project allowed us to focus on human capital, communication, and operational performance. As a result, we were able to achieve financial and organisational gains."*

**Yves Allard**
Plant Manager
Soniplastics

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