



Alphanova Consulting

EFFECTIVE SOLUTIONS. LASTING RESULTS.

Fiberglass & Insulated Booms Manufacturer Increases EBITDA, and Net Profits

IMPROVED ON-TIME
DELIVERY BY

58%

Improved on-time delivery by **58%** by streamlining and improving product flow.

REDUCTION IN
CUSTOMER
COMPLAINTS BY

53%

Reduced customer complaints by **53%** by driving root cause problem resolution.

REDUCTION IN
SCRAP BY

69%

Reduced internal scrap by **69%** by standardizing processes and reducing mistakes.

Waco Boom is the benchmark manufacturer and supplier of fiberglass booms for aerial devices. Waco Boom has a global reputation of providing dependability in fit, strength, and non-conductivity. This reputation is built on an extensive history and focus on producing superior booms to match the design and function of each insulated aerial unit.

www.alphanovaconsulting.com



Alphanova Consulting

EFFECTIVE SOLUTIONS. LASTING RESULTS.

The client had significant operational problems; direct costs (labor and materials) had increased which drove profitability significantly down.

Here are some of our initial observations uncovered during our business diagnosis:

- On-time deliveries were averaging 39%
- Internal defects costs as a percent of sales averaged 10%
- Leaders functioned in a highly reactive manner
- There were no goals, metrics, nor documented procedures
- No product quality criteria to identify areas to improve
- Customer complaints were also showing an upward trend
- The business lacked a defined strategic plan with long- and short-term goals

At the time of writing this case study the client enjoyed a more profitable business, which was continuously improving, and we are on our way to creating a culture where employees can grow and stay engaged.

We identified opportunities in the program and used a three-phase approach:

- **Phase 1 – Operational Stability:** We focused on eliminating inefficiencies in the operation to facilitate better product flow.
- **Phase 2 – Leadership Development:** We began providing middle managers and first-line supervision leadership and operations management training.
- **Phase 3 – Strategy Deployment:** In the last phase we focused on developing a 3–5-year plan for creating profitable growth for the business.

About Alphanova Consulting

We help manufacturers achieve and sustain operational costs reductions of 20%+, improve on-time delivery to 99%+, and reduce defects to improve product quality to 99%+. These changes help our clients grow company profit margins by up to 25%.

We have developed and used a *proven approach* to ensure businesses achieve and sustain significant performance improvement. Our consultants have over 15 years of experience working with organizations and developing their capabilities.

Our approach is based on the following belief:

Ideal Behaviors + Ideal Processes = Ideal Results

If you are ready to drive significant improvement that leads to profitable growth in your business, get in touch:

info@alphanovaconsulting.com • www.alphanovaconsulting.com