Catching two birds with Visual and Ritual HR SSC

Our employee engagement was low, our operational performance was not predictable, reliable, simple enough: our clients were not delighted.







We leveraged lean manufacturing from our plants to anchor visual and ritual lean management in our office. We empowered our teams to drive this transformation by themselves and for themselves.





Our project has been done by
and for our Teams. Our main
aim was to foster the
collaboration, increase
engagement and improve
customers satisfaction. All goals
have been achieved



ENGAGEMENT

went up +20%

Identity was built which had direct impact on EEs satisfaction.



COLLABORATION

went up +19 %

Trust was rebuilt, number of visits surged.



OFFICE

Colourful, vivid

Visuals and rituals are in place, colour is back, Life is ON.









