

CUSTOMER CASE



The aim of Tecwill's process improvement undertaking is to improve quality, promote best practices, and enhance internal communications.

Software used:
QPR ProcessGuide

Service used:
QPR Process Management Framework

Tecwill Ltd. offers customers reliable and modern concrete production solutions world-wide, including concrete mixing plants and control systems. The company's head office is based in Finland.

Family business grows into international services company with QPR ProcessGuide

Concrete production solutions provider Tecwill is transforming itself from manufacturer into a services company. With the help of QPR ProcessGuide and consultancy provided by QPR Software Tecwill has updated all its core processes to the level required by its service business. The end results are higher operational quality, satisfied customers and a motivated staff.



"Thanks to clear processes our operational quality increases, customers become increasingly satisfied, and our staff becomes more motivated."

-Timo Ryhänen
Deputy Managing Director,
Tecwill Ltd

From manufacturer to a services company on the international market

Tecwill, a family business providing concrete production solutions, is a Finnish success story. Eighty per cent of the company's turnover comes from exports, mainly from the Nordic and Baltic countries as well as from Russia and Poland. Tecwill has delivered 150 concrete mixing stations as well as rebuilt a hundred old production facilities.

As companies acquiring concrete mixing stations are increasingly concentrating on their core business, the demand for servicing, maintenance, and training grows. Already a fifth of Tecwill's turnover comes from services.

"Nowadays customers virtually demand that concrete mixing stations come bundled with service", says Tecwill deputy managing director **Timo Ryhänen**.

Processes were put under strain by changes in business

As demand for services grew, Tecwill realized that its traditional manufacturer's processes were not completely suitable for providing services. Six years had passed since processes were last updated, so it was time to take them into re-examination.

At the start of 2010 Tecwill decided that all core processes would be updated. Selecting the appropriate process modeling tool rose to become an important part of the project.

"Processes were drawn using Microsoft Visio, which made updating them cumbersome", explains Ryhänen.

Tecwill needed an efficient and easy-to-use process modeling tool that allowed using versioning and making language versions of the documentation.

Tecwill asked its contact network to recommend a tool and QPR ProcessGuide kept popping up.

After a few meetings and a tender Tecwill decided to get both QPR ProcessGuide as well as consultancy provided by QPR Software Plc.

A quick start with the help of the process management framework

Before starting the modeling work QPR Software consultants defined the process management framework together with Tecwill. A unified way for modeling the processes was also decided upon. A good ground work has helped Tecwill in its process undertaking.

"Process modeling goes smoothly and no time is wasted on irrelevant work. I can recommend QPR's professional services to everybody", says Ryhänen.

Training and consultancy provided by QPR Software also helped shorten the project duration.

"We got a quicker start instead of having to do everything ourselves", Ryhänen emphasizes.

Staff plays a key role

Tecwill's process development undertaking touches the entire company. Since all core processes are under scrutiny, everyone from management to staff has taken part.

Work is done in teams and processes are dealt with one part at a time. Everybody involved in the process gets to take part in the discussions. The possibility to have a say in the development work is a reason why the undertaking has got such a positive response.

"Everyone involved has found the work both useful and necessary", Ryhänen says.

Working with processes together is a great opportunity for everybody to increase the understanding of the company and its processes as a whole.

"When you sit down at one table and start describing processes together you are bound to have 'eureka' moments", Ryhänen says.

More results through communication

An increase in efficiency has already been noted in Tecwill's service business. Many people are involved at different stages in supplying services. Process and role descriptions are of great help in making tasks clearer.

"Communication and interaction in the expert organization now work better, which end customers experience as improved service," says Ryhänen.

Communication has also clearly improved in the supplying of concrete mixing stations. With the help of clear process descriptions it is easy for Tecwill to communicate delivery-stage expectations to its partners.

"For a company operating internationally it's a benefit that it's easy to make language versions of the documents", Ryhänen notes.

Competitive advantage, happy customers, and a motivated staff

In addition to enhanced communication, QPR ProcessGuide provides a small company with competitive advantage.

"Should we come up with an improvement in some part of the process we can easily and quickly update the process description. The new process is then quickly implemented, which makes the company agile and allows

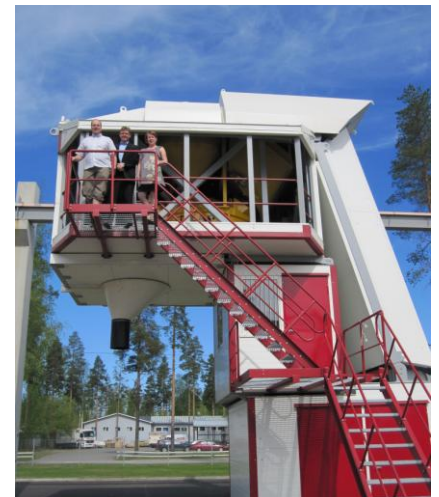
for the company to renew itself", tells Ryhänen.

Ryhänen sees the process undertaking as a breath of fresh air for the whole company.

"The project stimulates and improves activities in all areas. Thanks to clear processes operational quality increases, customers become increasingly satisfied, and our staff becomes more motivated", Ryhänen describes the benefits of process work.

Supporting process development with KPIs

Tecwill's process development project is not a one-off. Instead, the company already has plans to develop and implement key performance indicators to support the continuous improvement of processes.



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