



## Innovant realizes measureable business improvements after engaging in an Operational Business Assessment

NIGEL DESKING

# INNOVANT

### **WORLD-CLASS OFFICE FURNITURE COMPANY ENGAGES SYNERGY'S STRATEGIC BUSINESS SERVICES GROUP FOR AN OPERATIONAL BUSINESS ASSESSMENT AND REALIZES MEASURABLE BUSINESS IMPROVEMENTS.**

Faced with many of the same challenges manufacturing companies experience today, we reached out to Mike Canty and the Synergy Strategic Business Services Group to conduct an operational business assessment. The assessment performed by the Synergy Strategic Business Services Group gave visibility to our company's strengths and weaknesses and allowed us to clearly "see the big picture". The assessment "findings and recommendations" report also assisted us in effectively prioritizing the improvement opportunities identified and outlined a phased approach that would allow us to realize our true potential.

The Synergy Strategic Business Services Group then worked closely with our company to execute the program and facilitate several major projects that provided measurable improvements along the journey. The shop floor Kaizen activity helped to free up space and improve productivity. But perhaps even more important, the method in which the Lean program was deployed effectively trained employees to think and act differently and in a way where we are capable of sustaining the improvements while using the "lessons learned" to continue improvement activities. Our warehouse Kaizen activity helped to free up additional space and provided us with a foundation to continuously improve the business.

The Synergy Strategic Business Services Group concurrently worked with Innovant employees to improve our business processes and make visible the critical information needed to support "data driven decisions". This was aided by the fact they helped us redeploy and integrate our ERP, Design/Rendering, CRM and CAD systems in a more effective manner. And today, for the first time ever, we can leverage these systems to monitor key performance indicators, measure progress, report financials and accurately see detailed costs which will help Innovant drive more improvement activities well into the future.

Today our company is confident in its ability to understand our customers' needs, engineering a solution that meets their needs and deliver what they want, when they want it, with the highest level of quality.

**WRITTEN BY GARRETT PLUCK**, CEO OF INNOVANT AND A MEMBER OF THE OWNERSHIP TEAM.

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