

change  
leadership  
digital  
learning  
project delivery



simplified  
change  
solutions

## We built a Continuous Improvement Culture at a leading medical company

### The problem:

A leading medical device supplier wanted to embed a Continuous Improvement Culture whereby it empowered all employees - from senior management to teams in the warehouse - to directly contribute towards its strategic priorities. They saw this as the route to improving their service to customers, but were unsure of how to achieve it.

### The goal:

To help them determine a clear vision and direction for the company; identify the vital projects it needed to support this; develop a methodology for delivering these projects and ensure commitment across the business to its new approach.

### Curium's solution:

Our first task was to help them determine their core objectives for the year and identify the critical projects that would support these.

We then set up a communications programme so that all employees were clear on the plan and understood how they could contribute. This included training a group of employee champions in Continuous Improvement techniques so they could support their teams in delivering the new way of working.

We also introduced a rigorous set of KPIs to help track business performance, spot problems early and become more effective at solving these for customers.

Then, to help embed and sustain their new culture, we developed a framework for identifying priorities, defining projects, and giving people the skills they needed to successfully deliver a Continuous Improvement Culture on their own.

### The result:

The company is still on the first steps of their change journey but now have a clear way forward. They have already seen more rigour in how they plan and work towards their strategic objectives and, thanks to a new set of KPIs, they have identified ways to improve how they deliver their services.

To empower people and organisations across the world  
to achieve their personal and business potential.