



# Digitizing 120 years of first-line management experience

“ We can't go back, I don't see myself working without UTrakk DMeS anymore. ”

Bruno Colette  
Director of Operations



Formica Group is the world's foremost manufacturer of high pressure laminate (HPL) for residential and commercial customers. They have an international design, manufacturing, distribution and sales network that contributes to the worldwide reputation of the Formica® brand.

In 2014, Formica's factory in St-Jean-sur-Richelieu (Quebec, Canada) was operating at full capacity.

**However, management was concerned.**



## Three main issues

- 1-** Six managers are set to retire in the following 18 months and it is necessary to prepare for their replacement.
- 2-** Decision-making is slowing down due to insufficient data feeding KPIs on machine performance.
- 3-** Overloads of administrative work is preventing managers from leading their teams in the field.

# { Formica chooses UTrakk\_DMeS

UTrakk DMeS is a digital management ecosystem designed to help managers be more effective in their role.

With this technology, Formica discovered a solution capable of transforming management from the daily level to strategic level.

Based on Proaction International's management consulting experience, UTrakk DMeS simultaneously improves the performance of companies and the work experience of their employees.

## Results



Accelerate the integration of new managers

+10%

hours assigned to active performance management

+2%

of machine OEE



UTrakk DMeS had a big impact. We already had visual management practices, but thanks to the tablet, **we have increased the accuracy of the data collected, which have provided us with greater opportunities to examine the challenges before us.**



Amélie Parent  
Continuous Improvement

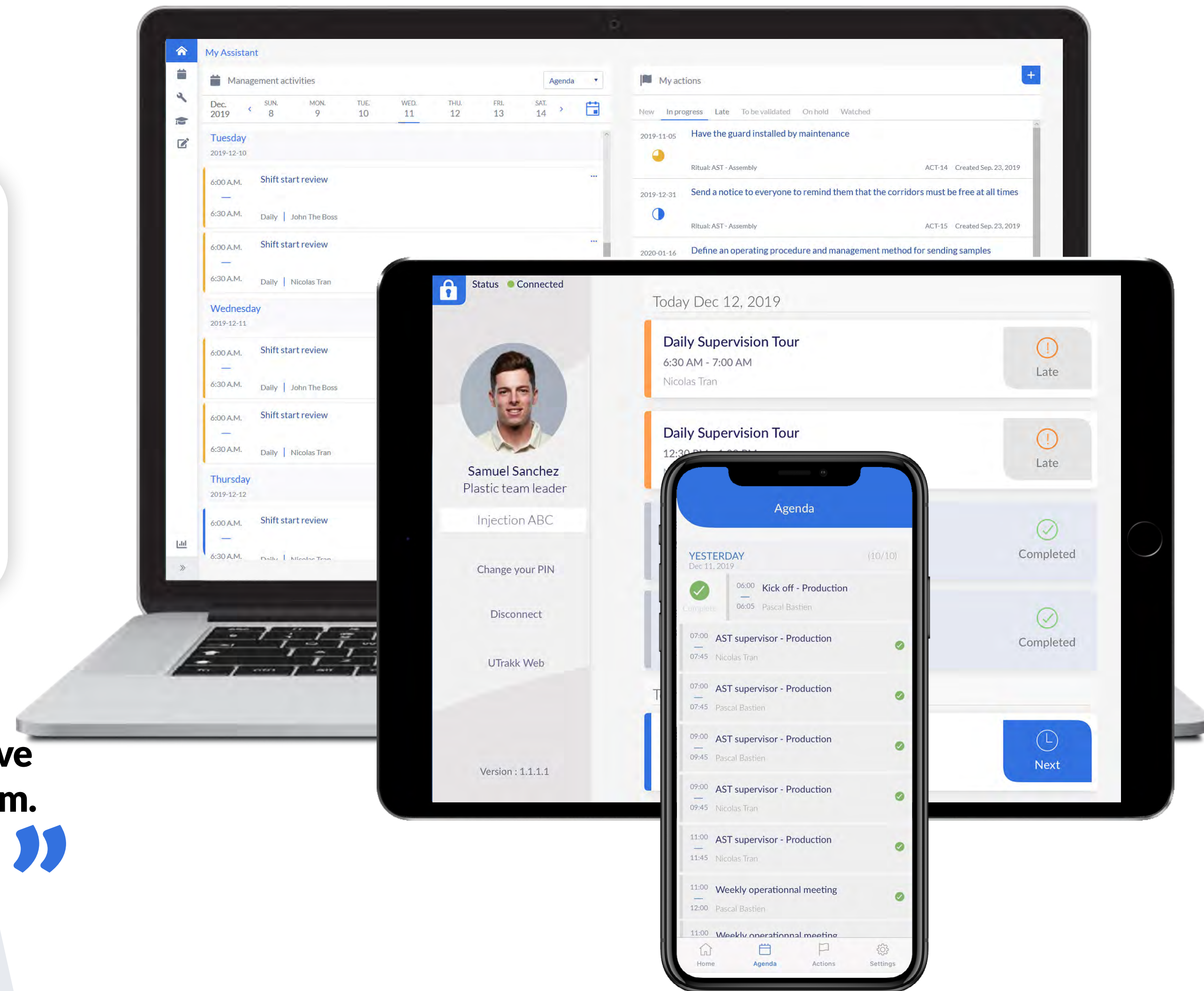
# { Aligning each manager with their ideal day

## My UTrakk Assistant

- Managing key performance areas in the right place and at the right frequency
- Connecting the right management tools to each meeting and site tour
- Bi-directional connection with Office 365

“ We had 120 years of combined experience whereas our current managers have one year of experience. 3 years maximum. Regardless, **thanks to UTrakk, our indicators have not dropped because we have a proper monitoring system.** We are well-aligned with the objectives and the results. ”

**Bruno Collette**  
Director of Operations



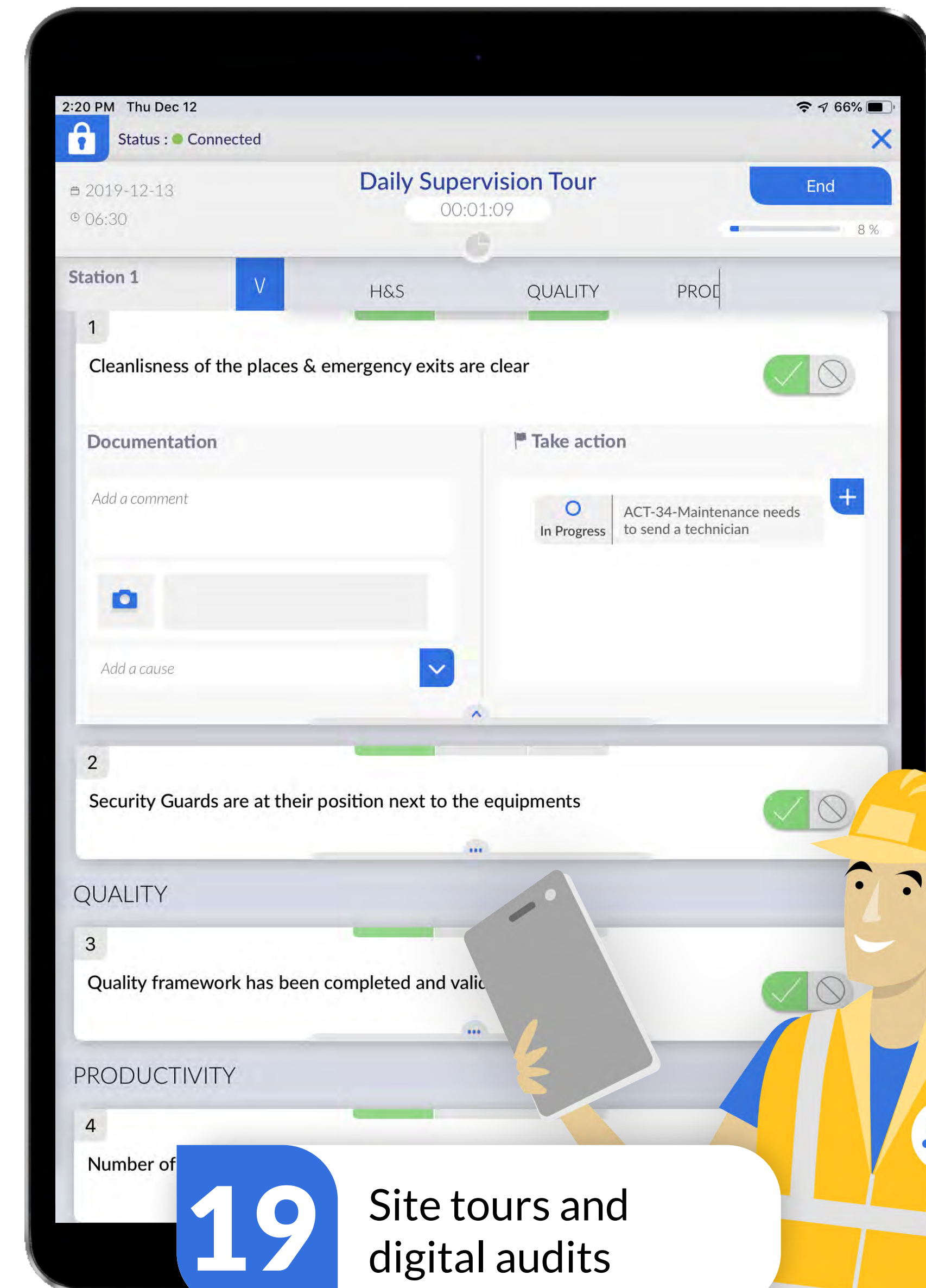
# Shifting from a pad to an iPad

## UTrakk Tour

- Site tours and customized tablet audits
- Monitoring operational performance data
- Gap identification by workstation
- Automated Shift Reports
- No internet connection required

“ My employees are more motivated, more focused on the job to be done and the data collected allows us to design improvement initiatives. ”

**Claude Sarrazin**  
Factory Manager



# Speed up the improvement loop

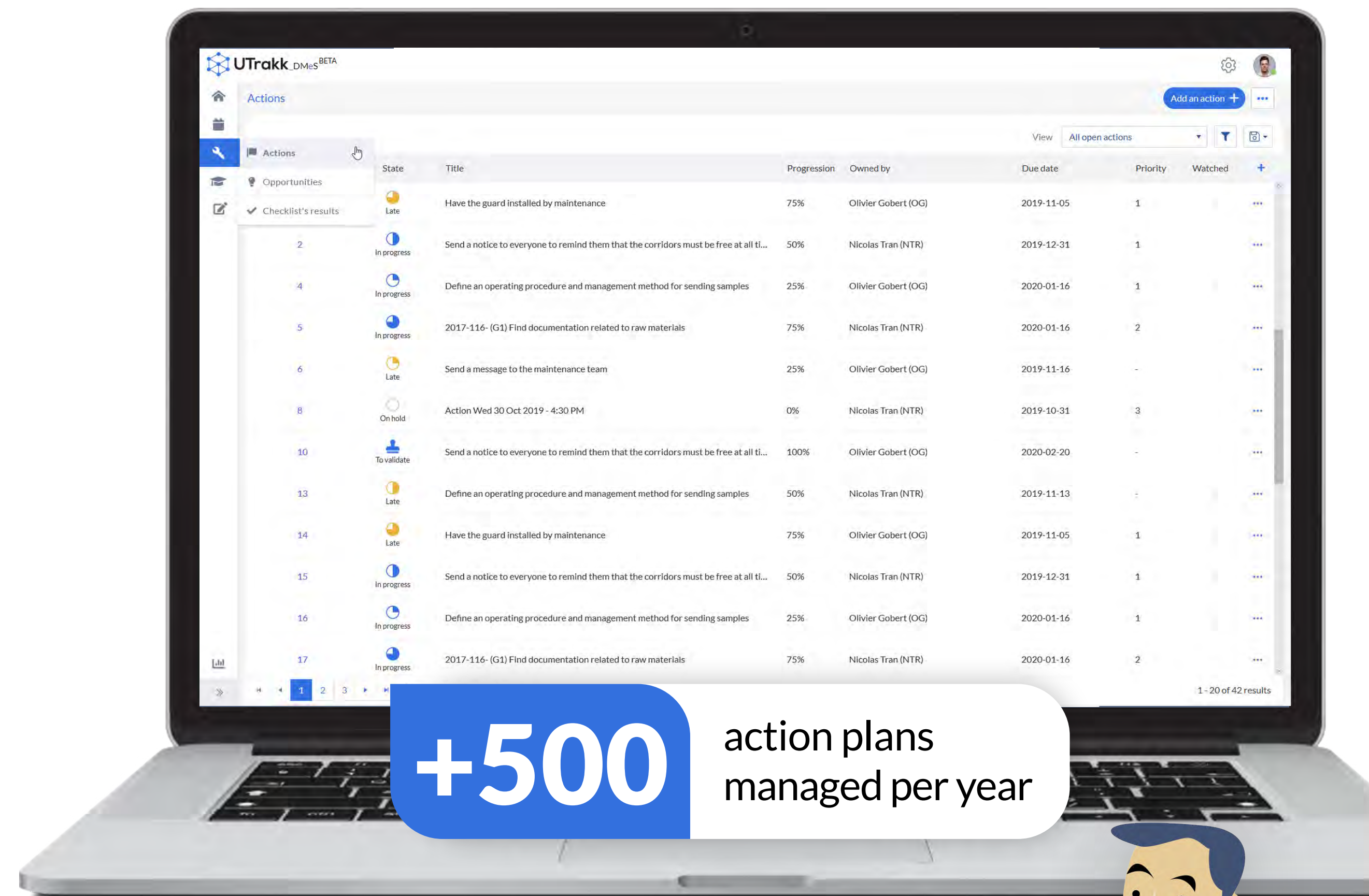
## UTrakk Collaboration

- Real-time escalation of issues
- Assignment and management of action plans
- Key information sharing

“ Each day, I go to see my managers' site tours to monitor the progress level of our objectives and to see the day's variances. When I see variances, I look for the corrective actions that have been assigned. Then, when something is not resolved or when a problem re-occurs, we make sure we have a clear action plan to deal with the situation.

Bruno Collette  
Director of Operations

”



+500

action plans  
managed per year



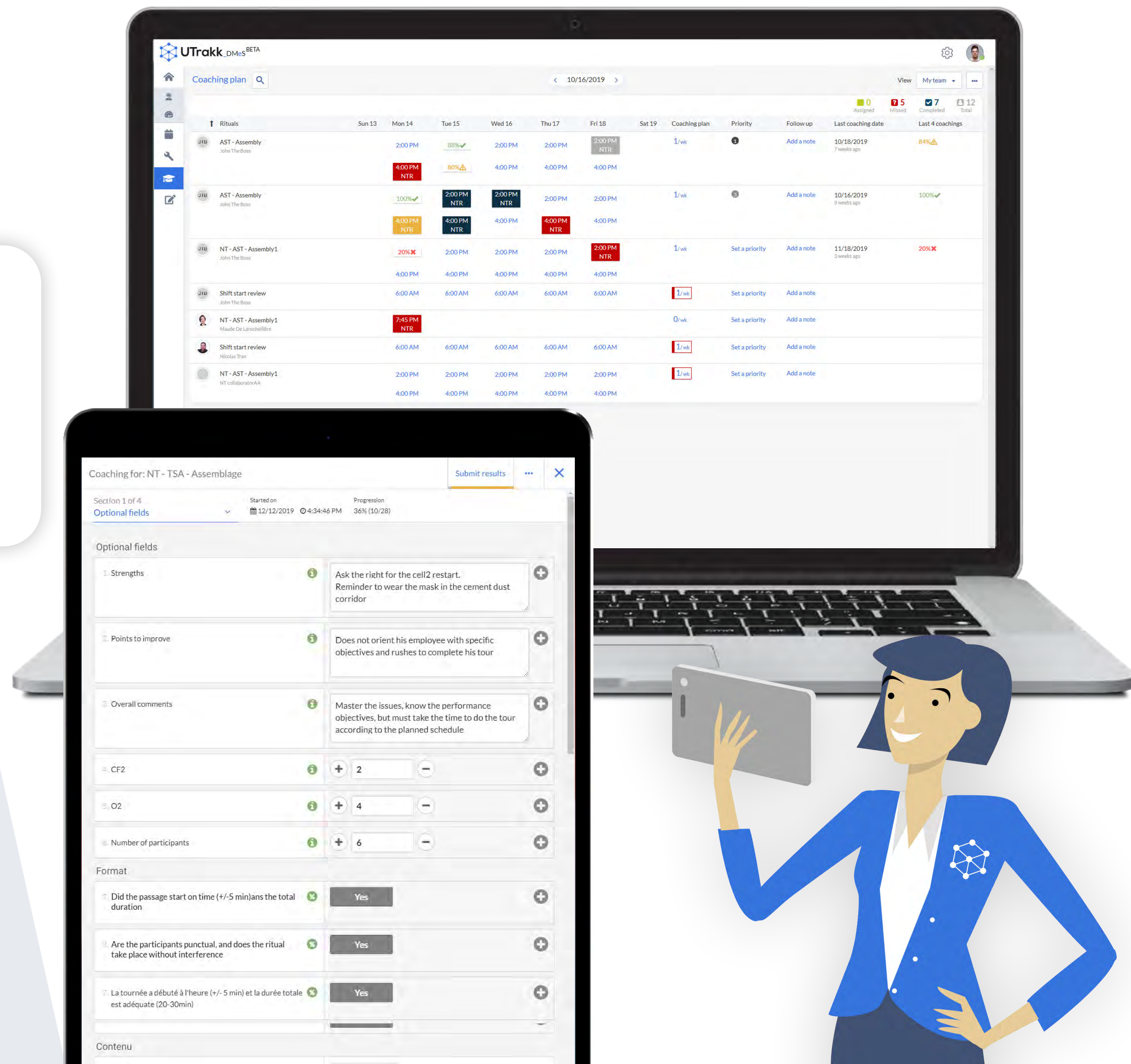
# Coaching in action

## UTrakk Coaching

- Management coaching structure and tools
- Management performance dashboards
- Personalized development program

“ We want the site tours to encompass more than simple data collection. **We want to focus on collaboration. That's where coaching comes into play.** ”

Amélie Parent  
Continuous Improvement





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