



operations¹

POLIPOL

Success Story

How leading upholstered furniture manufacturer POLIPOL saves over 2.2 million euros annually by digitizing the last mile to the employee

About POLIPOL

POLIPOL is a manufacturer of high-quality upholstered furniture, headquartered in Diepenau, Lower Saxony, Germany. With craftsmanship and attention to detail, the company manufactures comfortable, individual pieces of furniture of the highest quality. With its development in Germany and production in 9 plants located in Eastern Europe, POLIPOL relies on strong customer orientation and a high degree of flexibility: "you won't find machine-made mass products here". Today, the POLIPOL Group and its subsidiaries are among Europe's leading manufacturers of upholstered furniture, with over 7,500 employees in Germany and abroad.

The challenge

True to the slogan "People & Furniture", POLIPOL's promise of quality is based on the individuality of each furniture item, custom designed according to customer specifications and manufactured at nine Eastern European production sites. The company's high quality and personalized design have been strategic growth drivers, but have also caused a high diversity of the product portfolio, making it difficult to train new employees. Until 2017, assembly instructions for process execution and training of new skilled workers were documented on paper, with critical process knowledge stored in the heads of a few senior employees.

-67%

REDUCTION OF THE LEARNING PERIOD

2.2 m€

ANNUAL SAVINGS



"Operations1 is a central building block in POLIPOL's digitization strategy. The cloud-based software platform has enabled us to digitally map the last mile to employees in foreign locations in an integrated way."

Steffen Paul
Head of Industrial Engineering,
POLIPOL

To avoid impending quality and productivity losses, POLIPOL successfully relied on Operations1's cloud-based software platform. Thanks to its self-imposed goal of integrated digitalization in production at all POLIPOL plants, in just 3 months, POLIPOL achieved a significant increase in targets productivity and employee satisfaction. By future-proofing its production operations, POLIPOL achieve valuable time and cost savings.

2'000+

POLIPOL EMPLOYEES USE OPERATIONS1

SUCCESS STORY

The increasing number of product variations as a challenge

Before Operations1, POLIPOL's way of working was characterized by inefficient documentation based on Microsoft Word, Excel, and PowerPoint, causing a lack of transparency in processes and employee-dependent knowledge. An ERP system was used but could not provide the information content at the shop floor level that was required for individual employees to execute processes.

The growing demand for high-quality, custom-made products helped drive POLIPOL's growth, but pushed the company to focus on developing more efficient operations and generate skilled workers faster.



POLIPOL brought in Operations1 as a software solution, eliminating many non-value-added activities and static processes. Empowering workers to learn and skill up faster.

300+

EMPLOYEES IN
TRAINING PER YEAR

- ✓ Employee-dependent knowledge through paper-based documentation
- ✓ Annual introduction of 100+ new models
- ✓ Employee-specific interpretation of process execution

3 Steps to Operational Excellence: Getting started with digital process instructions

With the deployment of Operations1, POLIPOL pursued three goals:

1. Increase productivity by efficiently training new employees.
 2. Create a higher standard of quality by providing a centralized yet flexible single source of truth for assembly and testing processes, enabling the product's diversity as a strength, not a challenge.
 3. Support employee retention, promoting job satisfaction and company growth.
- POLIPOL develop a 3-step development process to enable the Operations1 platform.

The first stage was to relieve employees from non-value-adding, paper-based activities and transfer them to media-based process instruction.

The visual preparation of information of the Operations1 platform has ensured simple, step-by-step instructions for assembly and testing processes and efficient training of new employees. The platform has introduced more reliable processes, improving the overall product quality and reducing reworks.



“Operations1 creates significant added value for POLIPOL. We need much less time to make information available at our production sites.”

Kevin Minkler
Construction,
POLIPOL



Knowledge scaling and process networking

The second stage undertook a comprehensive standardization and reorganization of knowledge. To answer the growing business demand, POLIPOL had to introduce more complexity to its operations. The managing, versioning, and archiving of the printed work instructions at the nine different POLIPOL locations became increasingly painful, creating quality and operational risks.

Thanks to Operations¹ and its central process definition, more than 4800 product documents and their organizational structure were mapped and digitized, the ERP system was easily mirrored thanks to the smart utilization of tags and structured classes. In leveraging its digitalization effort, POLIPOL simplified new employees' ramp-up, enabled knowledge sharing across all sites with just one click, and introduced a system where changes and reports are centralized and trackable.

Finally, the third stage introduced full connection and automation. Based on ERP integration, the order connection allowed the automated creation of variant-specific assembly and inspection instructions. Shopfloor workers' jobs became easier, getting fast access to all instructions for customer-specific orders at the right place, at the right time, called by the right worker via mobile tablet or stationary terminal. The modular and updatable structure of the documents ensures all orders are always up to date, reducing the risk of reworks and boosting productivity.

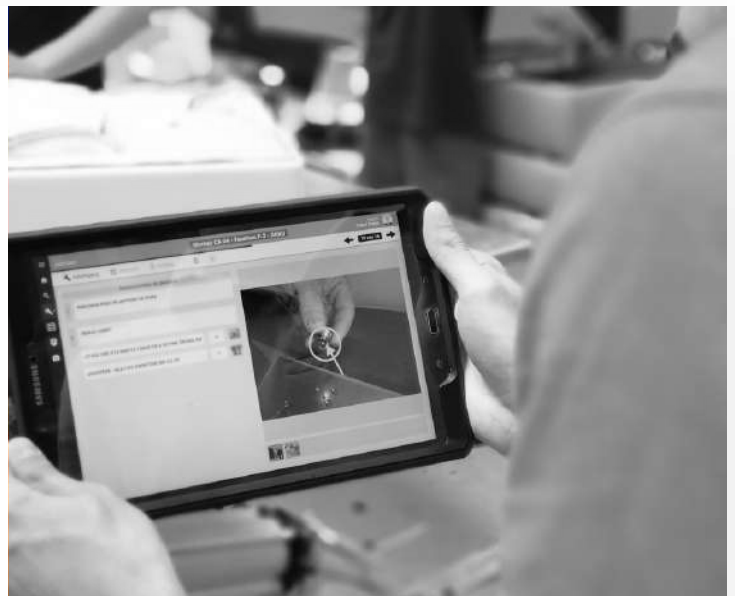


The advantages at a glance

- ✓ Eliminated non-value-added activities
- ✓ Higher employee satisfaction & long-term retention
- ✓ 67% faster achievement of target productivity
- ✓ 2,2 Mio € savings per year
- ✓ Increased resilience & future-proof production

POLIPOL and Operations1 as a long-term, scalable solution

Operations1 became a central building block in POLIPOL's digitization strategy. Thanks to the cloud-based software platform, the upholstered furniture manufacturer was able to digitally map the last mile to the employees in foreign locations in an integrated manner. In addition to the direct savings effects, which streamed from the efficient training of new employees, POLIPOL positioned itself for the future of operational excellence. The integration of operational staff into a networked organization and the highly scalable process organization will generate enormous data pools from which quality-relevant findings can be derived for company-wide CIP.



Our Customers



operations¹

Operational Excellence on the Shopfloor

With Operations1, your employee-led processes become safer, more efficient, and more transparent. This not only increases your productivity and reduces error rates, but further optimize your operational processes flexibly and continuously.

Do you have any further questions? Contact us!

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