

2017-2018: THE SEATING MATTERS LEAN TRANSFORMATION¹

In the 2015 Christmas dinner they watched the Paul Akers' video, "lean is simple", they decided to learn about the Toyota methodology live, through the consultant Paul Akers. The following video explains how they were able to change the organization and turn it into a benchmark of a company managed through the lean manufacturing principles. In Exhibit 1 the KPI's performance improvement can be seen.



In the following video, Paul Akers explains his lean experience at Seating Matters.



¹ This case has been published by the Research Division of San Telmo Business School, Spain. Prepared by Professor Miguel Angel Llano Irusta from San Telmo Business School in collaboration with Mr. Rob Healy. This case has been developed as a basis for class discussion only and is not intended to illustrate any judgment on the effective or ineffective management of a specific situation.

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