

Johnston Equipment's Journey to Raymond Lean Management

An Introduction to Lean Management

As a Raymond dealership and member of the broader TICO group of companies Johnston Equipment has access to unique and advanced expertise in Lean Management.

Lean methodology has its roots in manufacturing and particularly the automotive sector. Over the last decade, Lean has expanded beyond manufacturing to become a methodology for all value streams looking to improve efficiency and customer value.

Over ten years ago, Raymond embarked on a journey to implement the Toyota Production System (TPS) on its manufacturing floor. This has instituted a culture of Continuous Improvement that has solidified Raymond's reputation for quality and innovation in the marketplace.

Bringing Lean Management to Johnston Equipment

Building off their own success, Raymond launched a Raymond Lean Management (RLM) initiative across their dealer network to guide their Service Centers in implementing TPS principles and philosophies across their respective organizations. Presently, 18 Raymond dealers in North America are participating in TPS; with Johnston Equipment (Raymond's exclusive Canadian dealer) being included.

RLM has allowed Johnston Equipment to establish a culture of Continuous Improvement. This has become an integral part of our business as it supports the key to our success in which we understand that an effortless customer experience is the only acceptable outcome of each transaction by:

- ✓ Removing non-value added tasks
- ✓ Eliminating redundancies
- ✓ Improving communication/visualization
- ✓ Standardizing repeatable tasks
- ✓ Reducing errors

What we know now!

By implementing a foundational level of understand of Lean principles throughout our organization Johnston Equipment has realized significant benefits:

- ✓ Higher employee engagement and moral
- ✓ Streamlining workflows
- ✓ Increased quality and productivity

This is driven through Johnston Equipment's Lean Management Change Process, which:

- ✓ Teach employees to identify waste within their processes through training and mentorship
- ✓ Trust in the creative powers of the employees to eliminate the waste
- ✓ Empower employees to implement those idea's

We know that a journey of Continuous Improvement never ends; there are always improvements that can be made to improve our processes and the customer experience.