

CASE STUDY

How shared centers at an FMCG group learned
Lean principles and improved collaboration



1. Company background:

- Global manufacturing and food group
- Representation in 4 countries in Central and Eastern Europe
- Shared center of a multinational FMCG group in the CEE region

2. Initial challenges:

- Chaotic cooperation between individual countries
- Problems with information transfer, which was often incomplete or not timely

3. Implemented solutions:

- 2-day online Lean Six Sigma program focused on services, communication, and collaboration
- Awareness of individual influences throughout the chain
- Clear examples for identifying and eliminating waste and clear definitions of internal customer requirements.
- Shared best practices from similar companies

4. Results achieved:

- The company reported that upon their return, participants focused on identifying waste between departments (waiting times, emails, deadlines)

The project led to improvements in internal processes between departments and individual countries



20+ years of experience in Lean
20+ countries

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