



## Nippon Gohsei has partnered with BSI to embed a culture of continual improvement

### Background

Nippon Gohsei was founded on manufacturing technology for synthetic acetic acid resins and today has grown into a major chemical company. By expanding the range of high value-added products, Nippon contributes to realizing a better society, striving to be in the vanguard of new value and new solutions that are grounded in the needs of our customer and the demands of the times.

### Needs

Nippon Gohsei wanted to enhance their productivity using business improvement tools and techniques. They identified that by developing their staff they could improve areas like internal structured problem solving. Being a Japanese company, Nippon Gohsei was familiar with business process improvement methodologies so when BSI first approached them about adopting the Lean Six Sigma approach, they were initially skeptical. They were understandably

cautious to invest in training and were keen to learn more about the potential results.

### Solution

Through a step-by-step process of training, leading and coaching, Nippon Gohsei worked with BSI to implement Lean Six Sigma, a systematic approach to process improvement that focuses on the customer. By adopting Lean Six Sigma they were able to strengthen and embed the culture of continual improvement that they wanted.

### Benefits

The benefits gained were immediately apparent. With qualified members of staff sharing a common understanding of improvement tools, they were able to apply them to the business from everyday problem solving to critical projects like improving operational management systems.

As a direct result of the learning, there has been a positive effect on the company's bottom line.

“Once the decision had been made to embark on a business improvement programme, we took advice from a number of companies who had experience of implementing the Lean Six Sigma approach. The decision was made very carefully, making sure that we didn't dive into something that was going to result in excess cost, be an improvement ‘whim’ and not prove a corporate priority. Having discussed our aims with BSI, we found them very honest in what we needed to do as a business and we have taken time to slowly embed a cultural change which is now reaping rewards.”

Andy Starkey, Nippon Gohsei UK