



A glass manufacturing starts breaking even in 3 months thanks to LMI

The Issue A renowned Pharma company acquired a sick glass manufacturing factory for backward integration in the export market. The factory has state-of-the-art infrastructure but had a very high rejection rate in the Export market leading to losses.

The Solution LMI conducted a 10 weeks Personal Productivity Program for the entire senior and mid-management at the factory, about 30 people.

The Result A dramatic turnaround of the culture; customer and employee complaints are now rare and productivity soared. The factory started breaking even in 3 months and started making profits in 7 months. This has been sustained in the last 2 years and the client has put even the third level through the program this year.

LMI facilitated the EPP program and implemented it company-wide to radically transform the corporate culture into one that now supports The Group's continued growth and has virtually eradicated customer complaints.

The training delivered results beyond original objectives

- Reduced export rejection. *Dropped from five to three to one per month during the training period*
- Less staff disputes. *Staff are now equipped to resolve potentially confrontational situations*
- Increased productivity
- Improved time management. *Helped the entire team in prioritizing with a clear goal in mind.*
- Better planning skills. *The Personal Development course gave participants the skills they need to plan their work to get better results.*
- Effective communication. *Interpersonal skills improved and there was better team work*
- Improved morale

The LMI Facilitation Process that was applied

LMI's 10-week intervention used team dynamics, spaced repetition, and immediate application to ensure retention and impact of learnings. The results-centered process consisted of 4 steps:



STEP 1 - EVALUATE PERFORMANCE

STEP 2 - PLAN ACTION

STEP 3 - CHANGE BEHAVIOR

STEP 4 - MEASURE RESULTS