

# CASE STUDY

## IMPROVING TEAM LEADERSHIP & TEAMWORK MANUFACTURING SECTOR



### Client

PCI Manufacturing Solutions Ltd is a leading Quality Management support company based in the West Midlands, UK. The organisation has a strong customer base in the automotive industry, working closely with major OEMs and first and second tier suppliers, both in the UK and overseas.

### Need

The senior management at PCI were looking to upskill their team leaders and improve overall teamwork amongst their workforce. The difficulty they faced was that all teams were site based across the region and work varied across sectors. The senior management needed a solution that could provide the required level of upskilling whilst not removing team leaders from their teams for a long period of time.

### Solution

After discussions with the senior management it was agreed that the a focused team leader developemnt programme be developed and implemented. The programme needed to provide the maximum impact within the time constraints identified. The Effective Team Leader programme was developed and delivered to 10 Team Leaders over two short workshops lasting approximately three hours each.

### Results

Feedback from the Team Leaders was very positive on completion of the programme. Senior management at PCI have stated that there has been a significant increase in teamwork and team productivity across all sites. Team Leaders have specified that the techniques they were taught during the programme have helped to improve the way they communicate with and lead their teams.

“We used Arhine Solutions to help us develop the skills of our team leaders. We were looking for a short but effective workshop that could provide our team leaders with key skills to improve their leadership and encourage better team performance. Jav, worked with us to understand our need and then developed a one day Effective Team Leaders programme. Due to working constraints, the programme was delivered over two half day sessions. The programme provided the team leaders with key skills and techniques that could be applied straight away once back on site. Feedback on the programme has been very positive and there has been an improvement in our team leadership and overall team performance. I would highly recommend Jav to others.”

Stuart Button, Managing Director  
PCI Manufacturing Solutions Ltd