

Building an Army of Problem Solvers

Automotive Retail & Repair Scale: \$6.34B (CAD) Annual Revenue

Adonis Partners helped an automotive company implement Lean training initiatives, resulting in significant improvements in production efficiency and quality control.

- ✓ Established scalable quality control and production procedures
- ✓ Implemented four waves of Lean Six Sigma training for continuous improvement
- ✓ Reworked ordering and phone system processes for operational efficiency



\$4M

Annual EBITDA Impact

71

NPS Score
Shift from 60

\$136k

Savings from Resolving
Stock Outages

A renowned automotive company recognized that their business had areas of improvement that needed expert assistance. Despite the company's size and high revenue, leadership had found untapped potential in process optimization and employee engagement. Adonis was brought in to seize these opportunities by building a culture of continuous improvement through Lean training and strategic coaching.

During the initial engagement, Adonis' expert consultants identified 60 employees across dealerships and collision centers to participate in Lean Yellow Belt training. The interactive, three-day training involved a hands-on simulation and was up followed with bi-weekly coaching sessions. After six months of these sessions, trainees gave presentations to senior leadership. Seeing the value created in the first training, the client extended the initiative to include additional waves of Yellow Belt training and the introduction of Green Belt training, opening the door for more employees to benefit from the learning experience.

The results they saw were transformative. In total, the initiatives led to an annual EBITDA impact of \$4M. This came from improvements across several areas: communication around special parts ordering, reducing stock outages, and implementing a best practice checklist for customer service. Addressing quality gaps through best practices led to an increase in Net Promoter Score (NPS) from 60 to 71. In addition, optimizing phone management increased weekly revenue by \$12k. Adonis' partnership with this client established a foundation for sustainable growth and efficiency by equipping employees with the knowledge needed to be successful.