

CASE STUDY

A-Gas Expands its Business Excellence Programme to the Netherlands

BACKGROUND

About Turner and Townsend Suiko

Turner and Townsend Suiko (T&T Suiko) is a leading project management and consultancy firm specialising in Lean Business Excellence. It has over 75 years of experience in supporting its clients through driving high-performance initiatives and focusing on outcomes. It does so by establishing effective planning mechanisms, highly skilled teams and efficient controls. Its vision and values include corporate responsibility, and it is passionate about making a positive impact.

About A-Gas

A-Gas is a world leader in the supply and lifecycle management of refrigerants and associated products and services. Through our first-class recovery, reclamation, and repurposing processes, we capture refrigerants and fire protection gases for future re-use or safe destruction, preventing harmful release into the atmosphere.

For over 30 years, A-Gas has supported our clients and partners on their environmental journey by supplying lower global warming gases and actively increasing the circularity of the industries we serve, building a sustainable future.

CHALLENGE

In January 2023, A-Gas launched its Business Excellence (BEx) Programme. A-Gas' Executive Team initiated the project to drive customer engagement, increase business efficiency, standardise practices and structures (where possible) and expand its capacity for continuous improvement (CI).

Following the project's pilot at A-Gas' Rhome site in Texas, USA, it was adopted at the company's Eygelshoven site in the Netherlands, aimed at improving the site's efficiency across its processes and collaborative operations.

AT A GLANCE

Challenges

- Improving the business to meet our customers' needs and be the supplier of choice.
- Simplifying A-Gas' processes to be as efficient, effective and productive as possible.
- Increasing communication and collaboration between teams across the A-Gas site in the Netherlands.

Benefits

- Establishing an effective framework for continuous improvement (CI) across all operations at the Eygelshoven site in the Netherlands.
- Securing and collaborating with customers as partners.
- Enabling colleagues to develop their skills through the Business Excellence Academy.
- Maintaining better system accuracy, communication and technological capabilities.



"With a goal very much around the team, the people and improving ways of working, to coach and demonstrate the methodology of Lean, it was exciting to work with A-Gas through a hands-on approach."

"For me, the highlight as we progressed was seeing the team grow, and seeing some of the team who did not think it would work then becoming ambassadors of Business Excellence, new ways of working and stepping up to lead the daily reviews. Well done to everyone."

Michelle Birchall

Associate Director, T&T Suiko

SOLUTION

Following the project's success in the USA, A-Gas worked with T&T Suiko to introduce BEx to the site at Eyselshoven in the Netherlands. Working collaboratively, A-Gas' teams began implementing changes that will help the company maintain its position as a market leader.

The teams began by assessing their current processes. Having identified where the biggest improvements could be made, colleagues established a framework that would help them improve operational consistency, reduce project delivery times and develop customer-focused practices.

So far, highlights from the programme include reducing processing backlogs, increasing site throughput, shortening return times of cylinders to customers, maintaining better stock accuracy across multiple software, improving communication and maximising the capabilities of the teams' equipment.

RESULTS

Thanks to the implementation of the local teams' ideas, supported by T&T Suiko's guidance, the project has been a great success.

Colleagues at the Eyselshoven site have played a big part in establishing excellence across the company's processes and functions. This has included setting up a Daily Review structure and action teams to monitor and implement progress. 30% of employees have also completed the Lean Thinking Level 1A training, the first stage of A-Gas' BEx Academy.



CONCLUSION

By working together to achieve strong results, A-Gas and T&T Suiko have showcased how a successful operational excellence programme can be implemented.

A-Gas is proud of the results its teams have achieved and is excited by how these developments can help it deliver high-quality solutions in years to come.



A-Gas' partnership with T&T Suiko has yielded great results both for its employees and its growth as a business.