

Elevating KPI Tracking and Operational Efficiency in Defense Manufacturing with iGEMBA

Client Profile

The client specializes in designing, developing, and manufacturing weapon systems, missile parts, and ammunition.



iGEMBA revolutionized the client's operations by **digitizing and streamlining KPI tracking** and performance management, enhancing **efficiency and faster decision-making**.

CHALLENGES

The client struggled with:

- Delayed decision-making and action due to time-consuming paper-based KPI monitoring during Gemba walks
- Inability to identify trends and patterns for proactive management of shop floor incidents
- Limited visibility into key performance indicators across SDQC
- Unavailability of historical data to conduct thorough root cause analysis (RCA) and developing targeted corrective actions

SOLUTIONS

ITHENA's Digital Shopfloor (iGEMBA) solution provided the client with:

1

Digital KPI Dashboard

Digitized dashboards enabled users to define organizational hierarchy and KPIs for a unified view of shop floor performance

2

Smart Visualization

Persona-based visualization of KPI formulas and color thresholds for clear performance insights

3

Historical KPI Access

Provided access to historical data of KPIs for easy comparison of current observations with past trends, enabling effective pattern analysis

4

Proactive Issue Resolution

Streamlined efficient task tracking and issue resolution related to KPI breaches



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BENEFITS

32%

Boost in overall productivity

25%

Reduction in decision-making time

29%

Increase in operational efficiency