

CASE STUDY

Revolutionizing Operational Efficiency for a Leading Boiler Room Product Manufacturer with iGEMBA

Client Profile

A leading North American manufacturer and supplier of boiler room products, specializing in boilers, burners, accessories, and controls.



iGEMBA digitized Gemba walks and delivered real-time insights, **improving data-driven decision-making** and **productivity**.

CHALLENGES

The client struggled with:

- Manual and paper-based KPI monitoring processes
- The absence of historical data delayed actionable insights
- Inadequate drill-down functionality for leadership
- Lack of interactive data access capabilities and detailed insights

SOLUTIONS

The client partnered with **ITHENA** and implemented the **Digital Shopfloor (iGEMBA)** solution:

1

Digitized Gemba Walks

Provided persona-based dashboard with user-configurable organizational structure

2

Interactive Dashboard

Delivered customizable KPI formulas and color limits for visual indicators

3

Data Visualization

Enabled drill-down capabilities for detailed data insights

4

Task Management

Empowered with Kanban board with task assignment and tracking capabilities



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BENEFITS

25%

Faster decision making

32%

Rise in team productivity

28%

Decrease in production delays