

POSITIVE PRODUCTIVITY AT PIKA

In May 2015, PIKA Sp. z o.o. started cooperation with 4Results, which is primarily based on the assumptions of the Positive Productivity project. What is its purpose? To improve quality, timeliness and productivity. What are the first results?

4Results is engaged in raising operational efficiency and implementation of the culture of continuous improvement in service organisations. Positive Productivity is a structured methodology for building a sustainable culture of continuous improvement in the business services sector. It consists in creating a transparent environment and involving all employees by encouraging them to use their time to provide added value for the client. The implementation of simple habits will allow employees to systematically find extra time and energy.

Why have we decided to implement the methodology of Positive Productivity? – *This method brings the desired result – increasing the company's revenue and turnover by increasing efficiency and potential of the teams that support projects. This is done based on the principle of simplifying the process and regular joint implementation of improvements by individual groups. Through daily and systematic meetings, the employees have an overview of the whole process and influence its outcomes. In contrast, managers learn new management methods, which is reflected in the clarity of their decisions, and improves the quality of relationships between managers and team members* – explains Leszek Kalkowski, President of PIKA Sp. z o.o.

The changes were initiated at the Operations Centre in Wrocław. After successful implementation, we have decided to expand the project to other branches. Our team's focus on selected areas as well as the reporting system to ensure the transparency of processes and tasks have contributed to a significant improvement in quality and productivity.

How is the involvement of PIKA employees in the Positive Productivity project assessed by the leaders? – *Working in the Operations Centre of PIKA in Wrocław gives*

us joy for two reasons. Firstly, with the methodology of Positive Productivity we managed to increase efficiency in key service processes in a relatively short period: July-November 2015. This has significantly influenced the quality of services provided to clients and allowed us to find some time to learn the methods of continuous improvement (e.g. the analysis of root causes of problems, regular meetings and analysis of results, standardization). This success would not have been possible without the openness, full commitment and willingness to learn new ways of working of the Centre Manager Mr. Bartosz Śnieżyk and employees whom he inspired with his attitude. An opportunity to observe changes in attitudes of the employees of the Operations Centre in Wrocław from natural concerns about the change to full engagement in the improvements, sharing knowledge and providing support in the teams, is reason for us to be proud – said Łukasz Bentkowski, Partner of 4Results and Piotr Joński, Consultant of 4Results supervising the implementation of Positive Productivity at PIKA.

Through training organized by 4Results we deepen knowledge and develop our skills in order to more quickly and efficiently respond to the changing needs of clients. Everything takes place in a good atmosphere, which is conducive to achieving the best business results.

– *Thanks to improved productivity, we managed to recover the time and resources invested in an external company in just a few months. The project showed that we can be even more effective and further strengthen the company's position in the market. We observe different increase levels of productivity and efficiency for different projects, but always above 60 percent. Now we have competence that our clients will be able to fully use to optimize their processes* – Leszek Kalkowski, President of PIKA Sp. z o.o. summed up.

