

CASE:



Husqvarna
Group



How to reach world class with Canea Workflow

Husqvarna chose CANEA Workflow for case management after a comprehensive evaluation, they required a solution that could improve their collaboration with their large amount of suppliers.



Better structure and access

One of the major benefits with a global improvement tool is that Husqvarna can now create a better structure and a more uniform way of working. Suppliers are involved and integrated in Husqvarna processes, and they can deal with deviations and register actions directly in CANEA Workflow. The overview and follow up opportunities have improved. The management can make decisions on correct information and the employees have access to a knowledge database that is constantly extended.



We have been using CANEA to deploy executable and global processes, that now work the same regardless of country and site. We now get much better process compliance with predictable results that have a major impact on product quality and profitability. CANEA Workflow is the tool to use to bring your company to a world class level.

Jonas Wallman, Global Improvement Agent, SQA&D at Husqvarna.



Do you want to know how we did it? Turn the page.

Q Background

Husqvarna is a company founded in Sweden in the 1689. For decades, the company has had an acquisition strategy that has created sub optimized islands in the organization. Husqvarna started a global initiative to create uniform and optimized processes to further improve quality.

Jonas Wallman, Global Improvement Agent, SQA&D at Husqvarna, explains: "Husqvarna Group previously had many different ways of working and systems for managing different types of cases such as product deviations, supplier deviations and customer complaints. There was a major need for a case management system that took an overall approach and facilitated management globally and that in the long term would capture the entire value chain. We named the project, and later the system, to CHANGEit. The true effects are increased traceability, quicker reactions and, as an end result, better quality. In addition we obtained a uniform global way of working and a reduced number of IT systems. In other words, a better business with reduced friction and more satisfied suppliers and customers!"

▶ About Husqvarna

Husqvarna Group is a world leading producer of outdoor power products including chainsaws, trimmers, robotic lawn mowers and garden tractors.

The Group is also the European leader in garden watering products and a world leader in cutting equipment and diamond tools for the construction and stone industries.

The Group's products and solutions are sold under brands including Husqvarna, Gardena, McCulloch, Poulan Pro, Weed Eater, Flymo, Zenoah and Diamant Boart via dealers and retailers to end-customers in more than 100 countries. Net sales in 2014 amounted to SEK 33 billion, and the Group had more than 14,000 employees in 40 countries.

✓ Procurement & introduction

The procurement of the case management system began in spring 2010 and Husqvarna carried out careful evaluation of the leading suppliers on the market. A requirement specification was developed, with requirements for items such as user-friendliness, flexibility, development potential and IT platforms. After a long evaluation and selection process CANEA Workflow was chosen as the solution meet all their requirements.

"CANEA Workflow had a flexibility in its design and configuration that few other systems could demonstrate. The shortcomings that we saw in the system have now been solved by CANEA in a brilliant manner and the graphical interface allows us to configure processes ourselves so that the system supports these perfectly - today and in the future", says Jonas Wallman.

The introduction of CANEA Workflow began in autumn 2010. The first step was the process for production deviations which is currently only in Husqvarna. The implementation of the flow for supplier deviations began in May 2011 and has been rolled-out to 23 factories across the world and to thousands of suppliers.

