

# Case Study

## C&C Interiors

### Background

C & C Interiors, a supplier of bespoke kitchens, started in a small unit with the evolution to its current size, driven by the knowledge and experience gained by the directors as kitchen fitters. The company specialises in premium products, crafting the cabinets in-house while sourcing integrated appliances, countertops, and fittings. C & C Interiors takes precise measurements of their clients' spaces to offer a tailored design and cost estimation service before producing the kitchen for delivery. The company has grown to approximately seven people in a small industrial terrace.

### Challenge

The Horizons team met with C & C Interiors at their premises to understand the issues they are facing including the limited and restrictive space on their shop floor. Discussions revealed that control and management of their data were creating deeper problems, not only affecting company operations but also monopolising resources that could be released to tackle them.

The Horizons teams decided to concentrate the project on the company processes behind the core design and manufacturing activities to reduce risks and improve efficiencies. This could result in the available resources being released to focus on long-term improvements and reduce stress levels within the working environment.

Delivery Partner



### Solution

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The Horizons LJMU teams were able to analyse the typical flow of data for a project through the company and specify processes and systems that could be improved. A multi-layered programme of support was then put together to introduce core principles such as configuration control, the creation of organisational structures and defining function-specific processes. Direct knowledge transfer, backed up with demonstrations and tailored examples, has accelerated the adoption of these across all departments within the company.

The Horizons teams made an introduction to Grooveliner, a local business that previously underwent a similar project with the LJMU teams, acting as a willing mentor and sharing their experiences and recommendations.

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Increased use of the current racking systems was explored to improve the restrictions of limited space on their facility floor, with greater access being achieved using a forklift truck. However, there is no room to accommodate a forklift truck to enable this resource to be utilised.

Research by the LJMU Horizons teams established that suitable lifting equipment, able to be accommodated by the company, is available and a selection was put forward for acquisition. Funding routes were identified, and further help was given in pursuing these.

In-depth discussions focused on enhancing the company's standard techniques, particularly concerning Quality Assurance activities and processes. This dialogue contributed to a clearer understanding of how various elements can be developed to boost the overall efficiency of the organisation.

**“For the past six months, we have worked with the LJMU & Horizons team, which has helped tremendously. We had a fair few challenges relating to factory layout, processes and procedures. We have found their help has given our company more clarity and direction, helped us make better decisions and assisted us with how we want to move forward as a company. Their information has given us so much to look forward to, and the confidence to move forward to the next stage at C & C Interiors Ltd.”**

- Jemma Cosgrove, Company Director

Delivery Partner



## Impact

The package of assistance given has accelerated the adoption of digital information control along with adapting the processes and culture to support this advancement. This will directly improve efficiencies and release critical resources to address administrative and commercial activities that have existed in a “stalled” state for some months. The overall increase in efficiency will also improve the throughput of projects and reduce the potential for errors, both in manufacture and delivery.

Although external factors prevented the purchase of lifting equipment to utilise the racking, this can be followed up as circumstances allow. The groundwork laid during the assist should make this actionable with minimum additional effort.

The introduction of project management throughout the whole process has also allowed formal tracking and the ability to reduce errors for the operational teams.

C & C Interiors is now looking at how the company can expand and has identified various systems to support its current position. As this framework is now in place C & C Interiors are focusing on progressing this change more quickly. The formalisation of project management and utilisation of digital information is now in place, acting as a good basis for further expansion of the business has been established.