



Success stories

Excel Robotics

The quest to be best is a continuous journey!

Founded in 2006 on a philosophy of Safety as the basis for Engineering Excellence and Technology as the driver of Customer Satisfaction, Excel Robotics next focus was on Global Best Practise.

Highly Awarded

Excel entered the Entrepreneurs Programme highly awarded for its achievements in business and safety. Total commitment to Quality, Environmental and OHS was further demonstrated by Lloyd's Register Certification.

Improving on Excellence

With a technically competent business owner delivering a value proposition of quality, demonstrated skills in technology

adoption and Excel Robotics performing well against IBIS World Benchmarks, it was obvious to Growth Facilitator, Kerry Bell that Excel's Managing Director Dan Leech was not a standard programme participant. Where could we find improvement amongst such excellence? That was the challenge!

Capturing DIFOT

DIFOT (Delivery in Full on Time) is a simple yet effective measurement of business efficiency and customer satisfaction. DIFOT captures how many orders are completely delivered to customers in required timeframes. Simplicity of the measure is its strength.

Much information is recovered in one count, allowing inefficiencies to be traced. Once identified efficiency can be improved, delivering even higher levels of customer satisfaction.

“Working with the Entrepreneurs' Programme has helped us exceed customer expectation by producing high quality product in the most efficient, professional manner possible” **Dan Leech, Managing Director, Excel Robotics.**

The Outcome

Measuring DIFOT identified further efficiency drivers for Excel. For example, one manual operation that had 19 hand rotations has been reduced to 4 by robotics. Actioning these quick wins has seen Excel's DIFOT ratio exceed 94%. Quality and customer satisfaction result also improved. As he resets for the next growth phase, Dan's quest for ongoing excellent continues!