

# From Vision to Reality: Transforming Lean at Global Logistics with KaiNexus



**Courtney Folkes**

Regional Lean Manager



*Our purpose is “Making Construction Better” and together with the Hilti Foundation we are Building a Better Future.*



## GLOBAL LOGISTICS

- **2200+ Team Members**
- **6M+ Deliveries Per Year**
- **90 Warehouses Globally**





# IN A TIME BEFORE KAINEXUS...



Lack of Visibility



Missed Collaborations



Low Engagement

# SECURING THE CATALYST FOR CHANGE

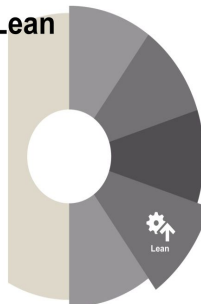
## GL2030

Our contribution to “Making Construction Better”



### A bold ambition for Lean

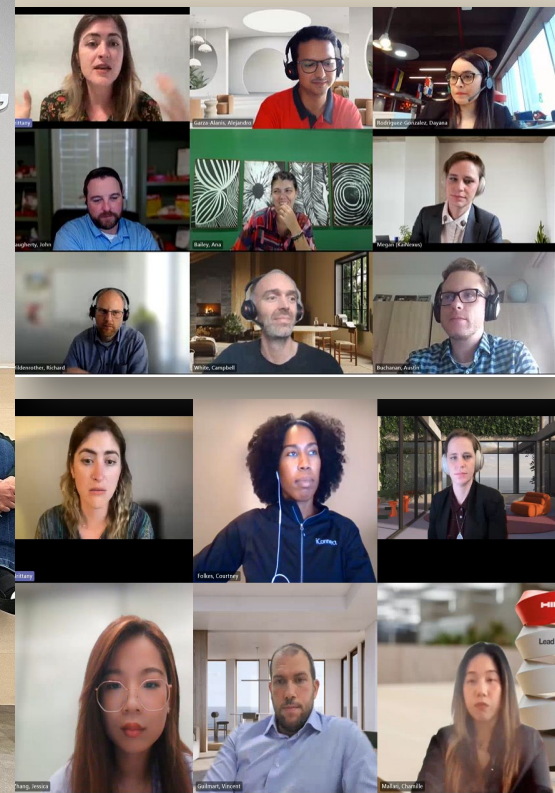
- 01 We commit to developing and sustaining a **world-class Lean program**.
- 02 Lean is the **way we work**.
- 03 Our Core Lean Systems **add value** and are **integrated** in every part of the business.
- 04 Lean is the **framework** through which we **collaborate across the enterprise**.
- 05 We take Lean **beyond our own four walls**.







“At Hilti we don’t wait for the future,  
we want to shape it.”



CUSTOMIZING TECHNOLOGY,  
SHAPED BY OUR PEOPLE

# Evaluating KaiNexus Super Users

#41359

[Reports ▼](#)
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#Automation (TEST)

NEW ▾
 Like
 Comment
 Bookmark

CIP
 Root Cause Analysis Tools
 Resolution
 Comments
 Chronology
 Other

Responsible: Assign Author: Courtney Folkes  
Collaborator: Giseyna Pagan Cruz

## 1. Problem / Idea

What's the problem?

**Reevaluating the super users in KaiNexus**

What waste does this problem cause?

- Non-use of talents

How does this affect the business or customer?

*Required to Complete*

How will you measure success?

Describe your KPI, metric, or other measurement.

*Required to Complete*

## 2. Root Cause Analysis

You MUST use one of the following analysis tools: Fishbone, 5 Whys, or Process Map. Upload a picture of your analysis tool or navigate to the Root Cause Analysis tools tab to perform a 5 Why or Fishbone analysis. Once you've pinpointed the root cause, input your findings in this designated text area.

*Required to Complete*

Root Cause Analysis tool

☐ Fishbone ☐ 5 Why

## 4. Implement/Sustain

Do you have a standard document?

☐ Yes ☒ No

How have we improved?

*Required to Complete*

Example of improvement

Insert pictures or examples of your improvement.

*Required to Complete*

Submit the resolution.

## 3a. Countermeasures/solutions

Braintstorm possible solutions and note their Impact and Effort.

*Required to Complete*

## (O) 3b. Countermeasures to be implemented

State	Title	Responsible	Due date
No results match your filters.			
<a href="#">+ Quick Create</a>			

#41359

NEW

CIP Root Cause Analysis Tools Resolution Comments Chronology Other

Responsible: [Assign](#) Author:  Courtney Folkes

Collaborator: Giseyna Pagan Cruz

Created: February 25, 2025

## 1. Problem / Idea

Reevaluating the super users in KaiNexus

What waste does this problem cause?

- Non-use of talents

How does this affect the business or customer?

Required to Complete

How will you measure success?

Describe your KPI, metric, or other measurement.

#### 4. Implement/Sustain

☐ Yes ☐ No

### How have we improved?

Required to Complete

### Example of improvement

Insert pictures or examples of your improvement.

Required to Complete

Root Cause Analysis tool

☐ Fishbone ☐ 5 Why

### 3a. Countermeasures/solutions

(0) 3b. Countermeasures to be implemented

State	Title	Responsible	Due date
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No results match your filters.

+ Quick Create



**HILTI** Paintings Items People Reports Administrator Create Seek KN

### Trainer Board

My role in the team State

Locations - WINGL

#### Training Cohorts

Upcoming Cohorts	Active Cohorts	Completed Cohorts
0	16	4

#### Trainee Plan Overview

Total Trainee plans	Not Started	On track	Overdue	Completed
771	0	237	68	466

#### All certifications

Explorers	Problem Solvers	Kaizen Facilitator
352	72	12
Master Problem Solvers	Lean Leaders	Users without Lean Certification
3	0	238

Card 1 of 2

#### (1) Progress Certification

Date of last update	Title	Future Qualifications Program	Author	Start date	Due date	Nested Elements Status	% completion of the next...
December 30, 20...	Courtney Folkes Problem Solver	Problem solver	Courtney Folkes	January 30, 20...	February 25, 2...		100%

#### (18) Trainee Submissions that need my review

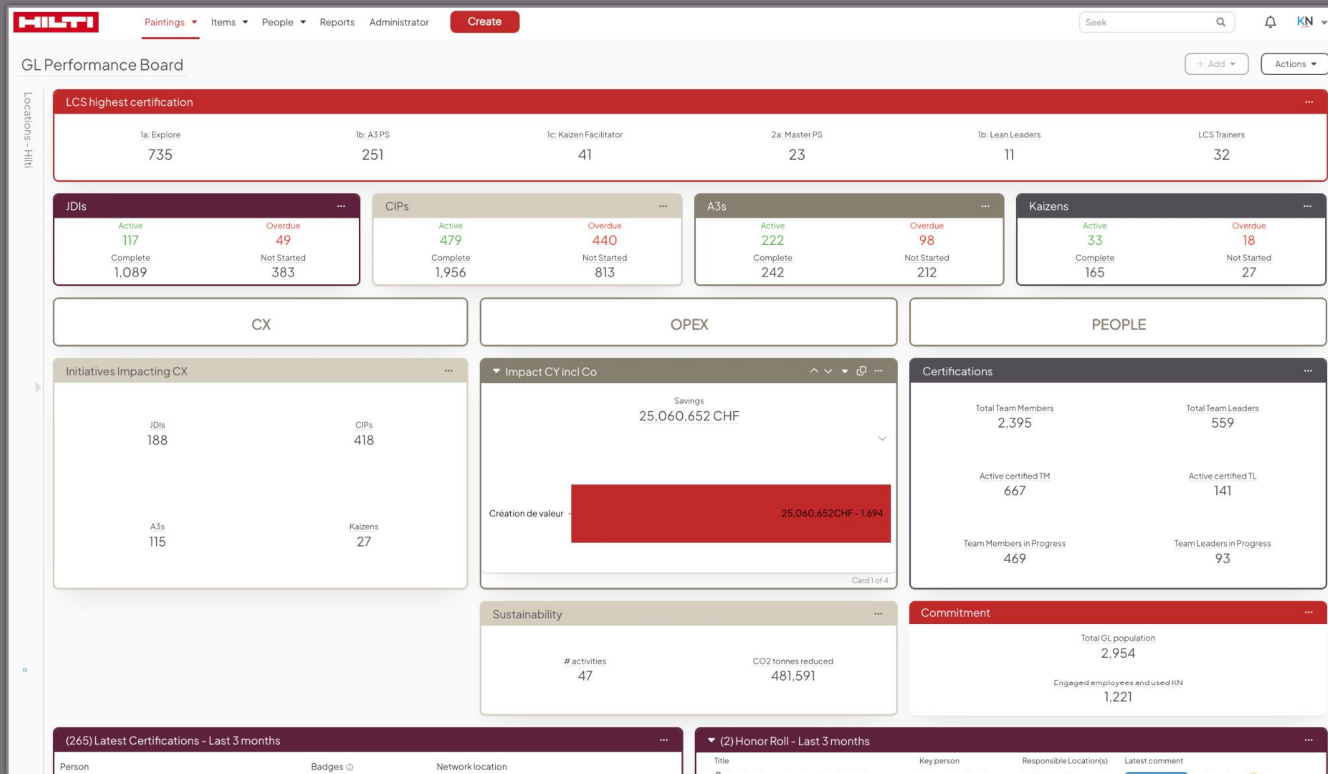
Title	Key person	Author	Date of last u...
Leonah Williams Problem Solver	Manager Hannah Wilson	Courtney Folkes	April 22, 2025

#### (0) My Trainer Admin Tasks

State	Title	Responsible	Completed Elements Sta...
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# STANDARDIZED TRAINING FLOW FOR LEAN CERTIFICATION CLASSES

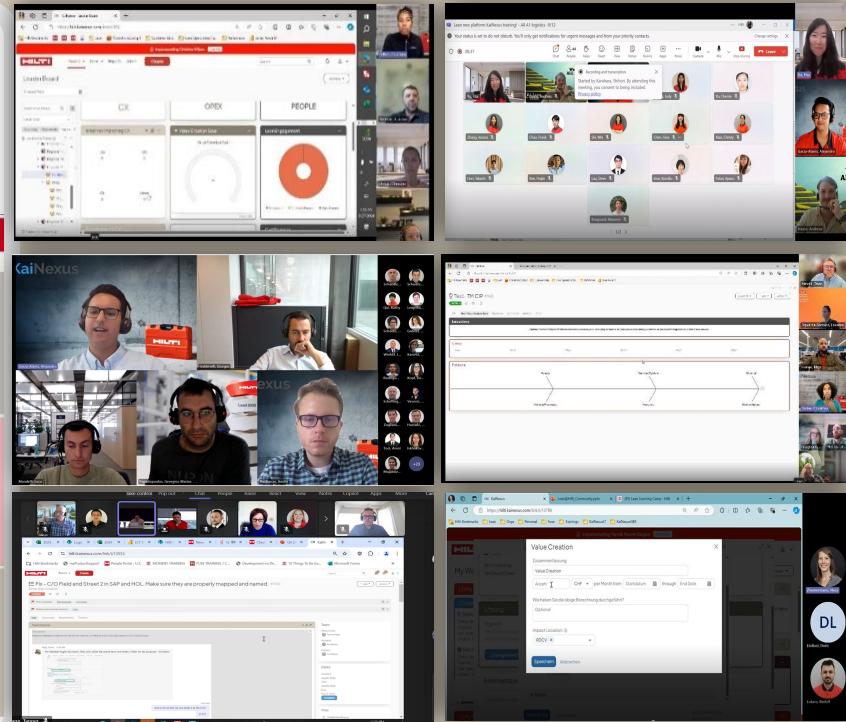




# BOARD VISIBILITY TO ALL IMPROVEMENT WORK & IMPACT

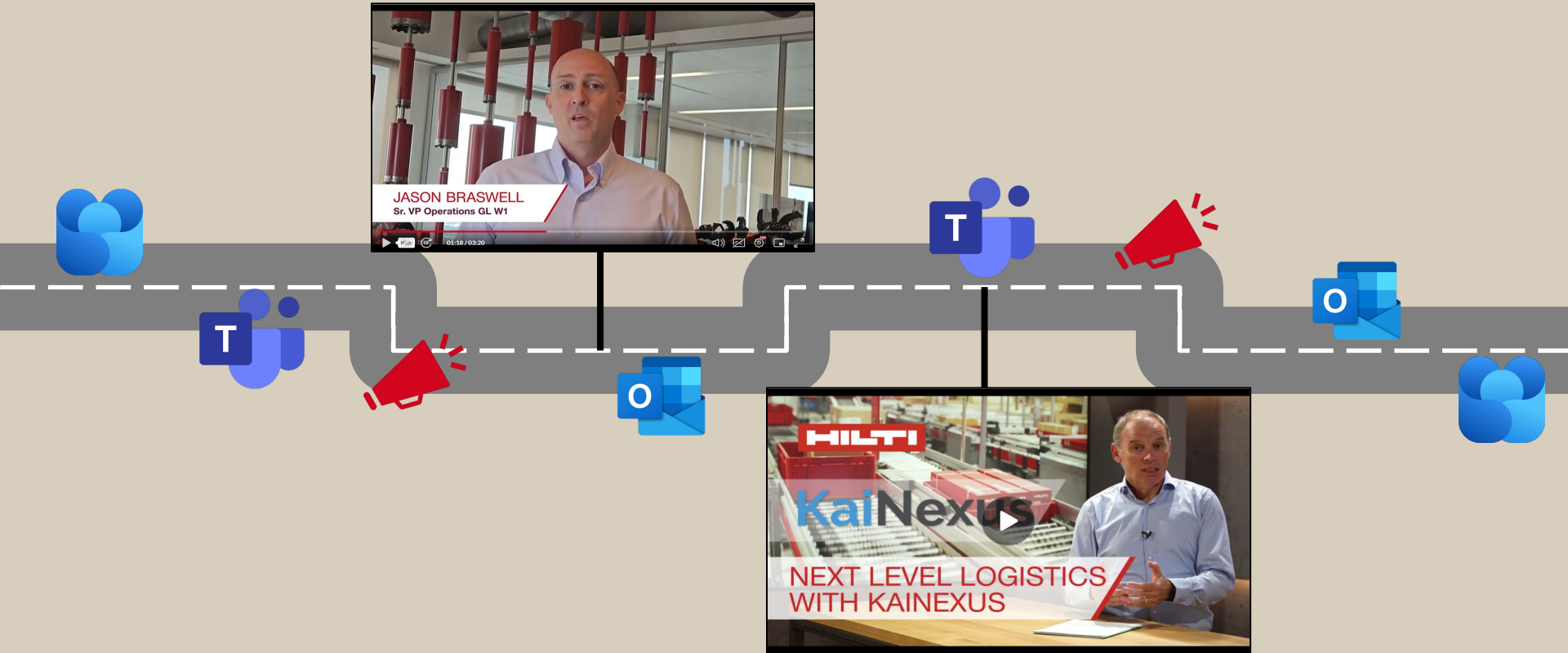
# HNA - KAINEXUS TRAINING PLAN

	CW	32	33	34	35	36	37	38	39	40	41	42	43
<b>KaiNexus Role</b>													
<b>Leaders</b> Topics: KaiNexus platform general overview Creation of Lean Initiatives (CPK/AI etc.) Enabling continuous improvement as a Leader in KaiNexus Review of Dashboards / Reporting Recognition Time = up to 2.5 HRS		Canada Ops (7) Leaders Toronto, EDM and VAN + 525					Solutions (7) leaders Dates: 9/10	Materials (6) leaders Dates: 9/16			OLT Date: 9/25	Transport (6) leaders Dates: 9/30	
<b>Advanced Users</b> Topics: KaiNexus platform general overview Creation of Lean Initiatives (CPK/AI etc.) Supporting and Enabling continuous improvement Activities in KaiNexus User Management Review of Dashboards / Reporting Time = up to 2.5 HRS		Canada Ops (3) users Dates: 8/7 and 8/16					Solutions (4) users Dates: 9/11	Materials (5) users Dates: 9/18			Prod Mod (7) users Dates: week 41		
<b>Team Members (Frontliners)</b> Topics: Platform General Overview Creating Lean Initiatives (CPK/AI etc.) Time = up to 1 hr		Order Mgt. (13) users Dates: 8/15					Prod Mod (4) users Dates: 9/9			Prod Mod (12) users Dates: 10/2			
							Order Mgt.- (Ashley Leading) (57) TMs						



## DEPLOYING TECHNOLOGY THROUGH OUR PEOPLE

# POWERFUL COMMUNICATIONS FUELING ADOPTION





89%

INCREASE IN LEAN  
ENGAGEMENT



124%

INCREASE IN CAPTURED  
IMPROVEMENTS

**HILTI**



\$18.7M

VALUE CREATION POST LAUNCH

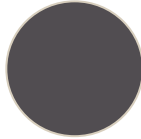


STRONG TEAM FEEDBACK!

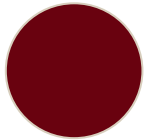
# KEY TAKEAWAYS



Securing The Catalyst For Change With Stakeholders



Customizing & Deploying Technology, With Our People



Powerful Communications Fueling Adoption

