



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

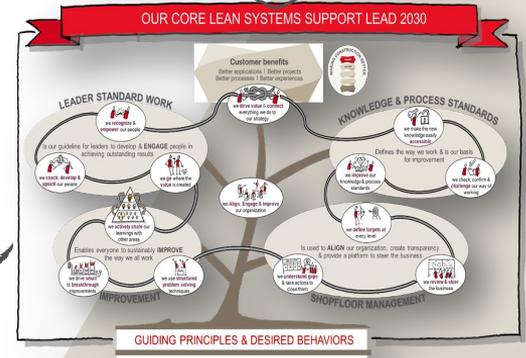
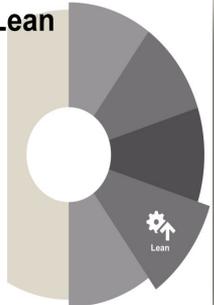
GL2030

Our contribution to “Making Construction Better”



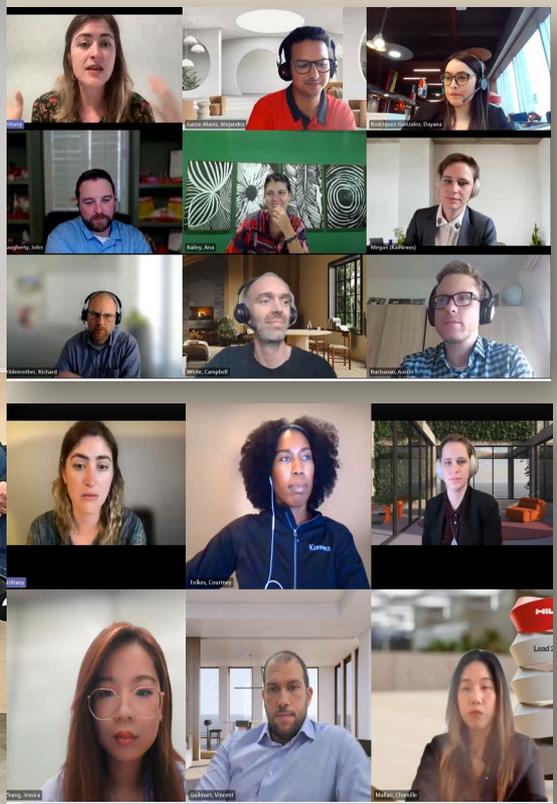
A bold ambition for Lean

- 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

#Automation (TEST)

NEW

CIP Root Cause Analysis Tools Resolution Comments Chronology Other

Responsible: Assign Author: Courtney Folkes Collaborator: Giseyha Pagan Cruz Created: February 25, 2025

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

Brainstorm possible solutions and note their impact and Effort.
Required to Complete

(0) 3b. Countermeasures to be implemented

State	Title	Responsible	Due date
No results match your filters.			
+ Quick Create			



PROBLEM SOLVING TEMPLATES SIMPLIFIED

HILTI | Paintings | Items | People | Reports | Administrator | **Create** | Search | KN

Trainer Board

My role in the team | State

Locations - W/IGU

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 neste...
December 30, 20...	Courtney Folkes Problem Solver	Problem solver	Courtney Folkes	January 30, 20...	February 25, 2...		100%

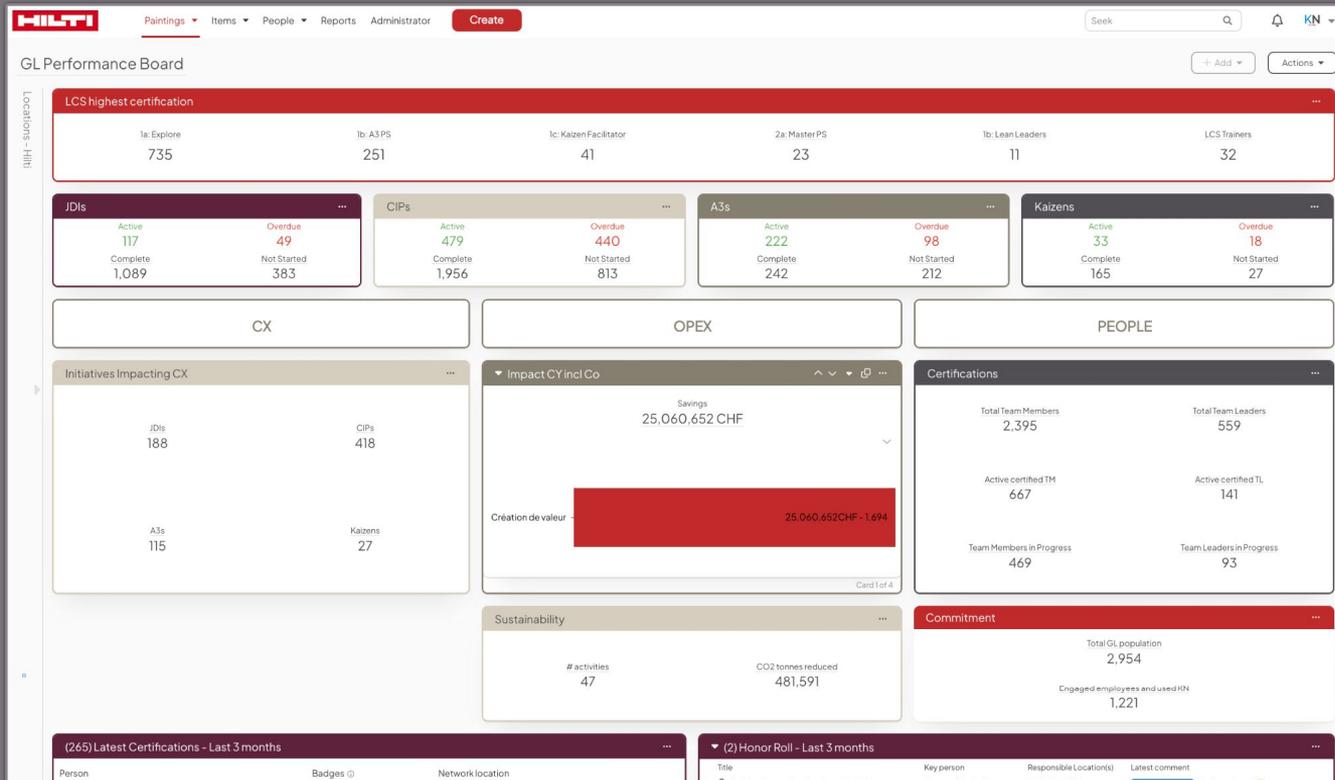
(18) Trainee Submissions that need my review

Title	Key person	Author	Date of last u...
Hannah Willison Problem Solver	Manager: Hannah Willison	Courtney Folkes	April 22, 2025

(0) My Trainer Admin Tasks

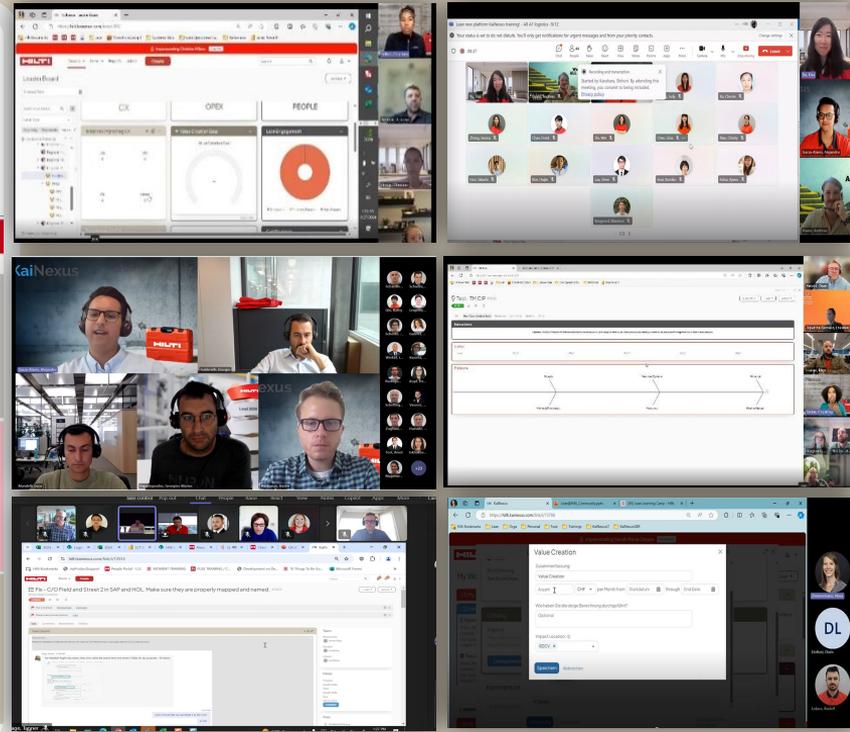
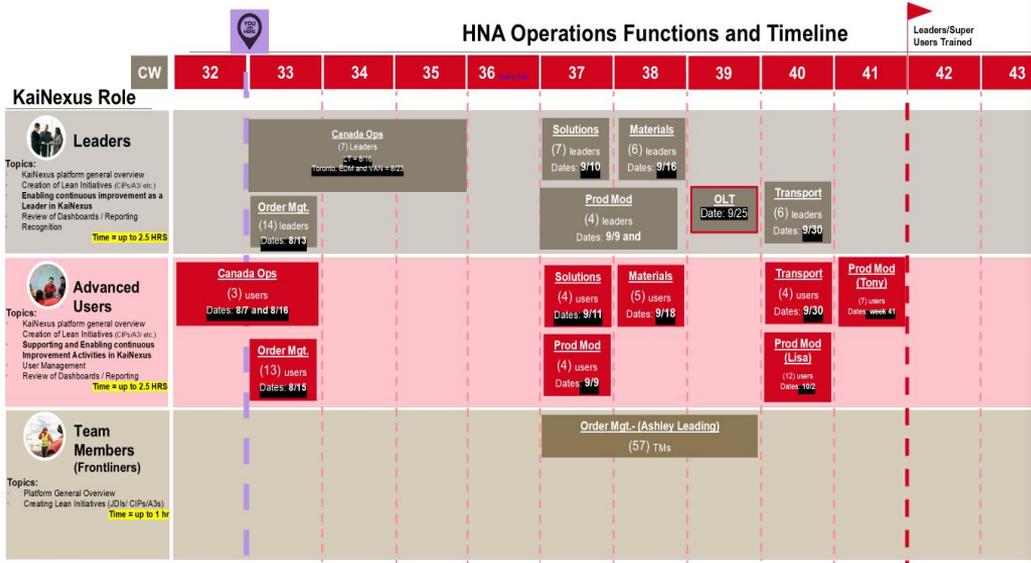
State	Title	Responsible

STANDARDIZED TRAINING FLOW FOR LEAN CERTIFICATION CLASSES



BOARD VISIBILITY TO ALL IMPROVEMENT WORK & IMPACT

HNA - KAINEXUS TRAINING PLAN



DEPLOYING TECHNOLOGY THROUGH OUR PEOPLE

POWERFUL COMMUNICATIONS FUELING ADOPTION



89%

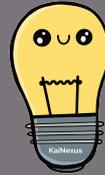
INCREASE IN LEAN
ENGAGEMENT



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

