

## IMPROVED EFFICIENCY, EMPOWERED TEAMS

Sounds simple, right? “Of course, transitioning from a traditional, hierarchical organization to self-steering teams and QRM doesn’t happen overnight,” says Tijl. “You need to get everyone on board, ensure easy access to relevant information, and increase visibility into each other’s work. At the same time, you must show people their impact and empower them to make changes. That’s exactly what 24Flow does.”

*Running a high-mix, low-volume production company is all about managing uncertainty. That’s why you need a set of building blocks that are easy to combine and adapt. And that’s exactly what **24Flow** offers*

Tijl Charle | CEO CGK Group

The results have been impressive: “Because people are empowered to act, bottlenecks are often resolved before they arise. Our throughput capacity has increased, and customers get their solutions ahead of deadlines. We’re producing more efficiently with the same team.”

“The most important success measure is employee satisfaction, where we’ve seen the biggest improvement. Stress and urgencies were common, but now everything is much more efficient, and even urgent orders are handled with calm.”

## BOOST YOUR DELIVERY RELIABILITY AND REDUCE YOUR LEAD TIMES?

**24Flow** is a user-friendly operations platform for discrete manufacturers. Inspired by Lean and QRM, 24Flow enhances the flow of workorders on the shopfloor. This results in shorter lead times, higher visibility, better traceability and less WIP and inventory.

**Learn more  
about 24FLOW**

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## QRM INTO PRACTICE

HOW CGK GROUP USED QUICK RESPONSE  
MANUFACTURING TO REDUCE LEAD TIMES  
AND BOOST RELIABILITY

# QUICK RESPONSE MANUFACTURING (QRM) INTO PRACTICE

Time is money. Nowhere is this as true as in high-mix, low-volume (HMLV) manufacturing. Just ask CGK, which manufactures highly customized, end-to-end solutions for chemical storage and handling. **To reduce lead times and boost delivery reliability**, CEO Tijl Charle and Operational Manager Antoine Willems decided to make the switch to Quick-Response Manufacturing (QRM). With 24Flow, they found the perfect digital partner to turn that vision into reality.

*We quickly realized that **24Flow** was the perfect solution for us to grow along with our growth ambitions.*

## CGK 2025

“Our goal is to fully unburden our customers by providing end-to-end solutions that cover the whole spectrum of chemical handling and storage, from piping and dosage to insulation,” says Tijl. “To make this possible, we’ve been focusing heavily on vertical integration. Everything we deliver is custom-made from scratch: we buy the raw materials and manufacture and install the final product ourselves. All these steps require high levels of expertise, but doing everything in-house also enables us to take full ownership and control in every project.”

Tijl’s approach has paid off: **over the last few years, the company has grown**

**10% yearly on average.** “As a family-owned business, we want to make sure we’re growing in a sustainable way,” he adds. “That’s why we have developed our CGK 2025 strategy, of which QRM is an essential building block. By implementing Quick Response Manufacturing, we can lower our costs, improve our delivery reliability, and create a more attractive work environment.”

## A COMPREHENSIVE QRM WISHLIST

Together with Operations Manager Antoine Willems, Tijl started exploring how the company could embrace QRM principles to improve process flow and to create self-steering project teams. “For example, we had to reduce the amount of ‘in-progress’ projects on the shopfloor to a minimum, and focus on finishing projects instead,” says Antoine. “This requires careful planning, as well as the ability to deal with unexpected setbacks or rush orders. We quickly realized that 24Flow was the perfect solution for us to grow along with our growth ambitions.”

24Flow adds a digital dimension to CGK’s QRM vision and unlocks a host of advantages. A recent study by Bain & Company, for example, shows that digital lean approaches can double the savings of traditional lean efforts.

*Because people are empowered to (re)act, bottlenecks are often solved before they even occur.*

## GO WITH THE 24FLOW

Project teams are now free to create their own schedules in 24Flow. Antoine: “In the past, we wanted to plan everything top-down, not realizing we were our own largest bottleneck. Thanks to QRM and 24Flow, project teams can now align much more efficiently. **Our throughput has improved significantly, and we avoid working on too many projects concurrently any longer.**”

