

LET'S RIDE MILES TOGETHER

How Sprout's program enhanced a Leading Chennai Based Motorcycle Company's Productivity



Sprout's Success Story

sprout

BRIGHTER TOMORROW



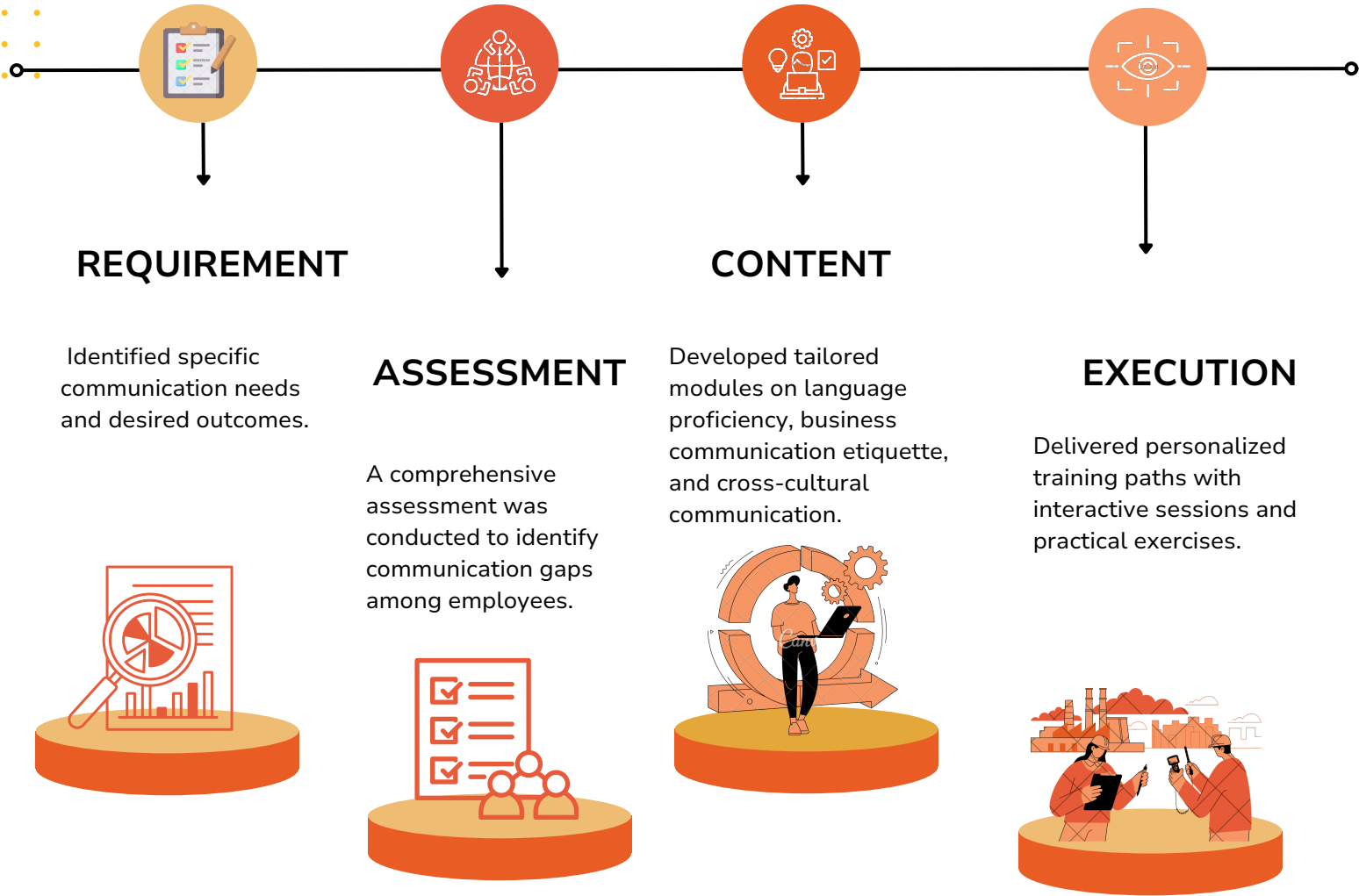
An Indian international motorcycle manufacturing company based in Chennai achieved a remarkable increase in productivity through the implementation of Sprout Knowledge Solutions English communication program.

Business Challenge

As a leading player in the motorcycle industry, the company places a high priority on satisfying customer needs and ensuring safety. Customization is key, with each motorcycle tailored to individual customer specifications. However, a significant challenge arose due to communication barriers between showroom employees and frontline workers. Showroom staff, who interact directly with customers, often found it difficult to convey specific design requirements to frontline employees. This miscommunication hindered the production process, leading to lower customer satisfaction and decreased productivity.

Sprouts Solutions

To tackle these issues faced by the company, we begin with a comprehensive assessment to identify specific communication problems. Based on this analysis, we designed a tailored RACE framework



Key Benefits

- The program bridged communication gaps and led to an increase in productivity.
- Showroom employees effectively conveyed customer requirements to frontline workers.
- Frontline workers provided valuable feedback and suggestions on design feasibility.
- Improved collaboration resulted in better customer satisfaction.
- The production process became smoother and more efficient.
- Sprout Knowledge Solutions' customized English communication program resolved critical communication issues and also enhanced **4C'** skills (**Creativity, Critical thinking, Communication, and Collaboration**)
- Overall productivity and customer satisfaction at the motorcycle manufacturing company were significantly enhanced.