



CASE STUDY [MANUFACTURING & DISTRIBUTION]



Rinnai NZ

Rinnai is the world's most innovative heating appliance manufacturer and widely regarded as the global industry leader. That status didn't come overnight. It's the result of the company's focus on continually improving their products and business at every level.

Rinnai New Zealand began using Nintex Promapp not in reaction to any specific inefficiencies or issues, but because they saw it as a tool that would help them continue to be better now and in the future.

As Rinnai's quality assurance manager Kevin Sherlock sees it, improvement is inherent and essential to the business.

'The Japanese culture says we've got to keep improving because our competitors are. If we sit back, we won't be the company we are in ten years.'

A Kaizen approach? 'Let me put it this way,' says Kevin. 'Our company chairman lives on the same street as Mr Toyota.'

Business Benefits

'No surprises' management of health, safety and risk

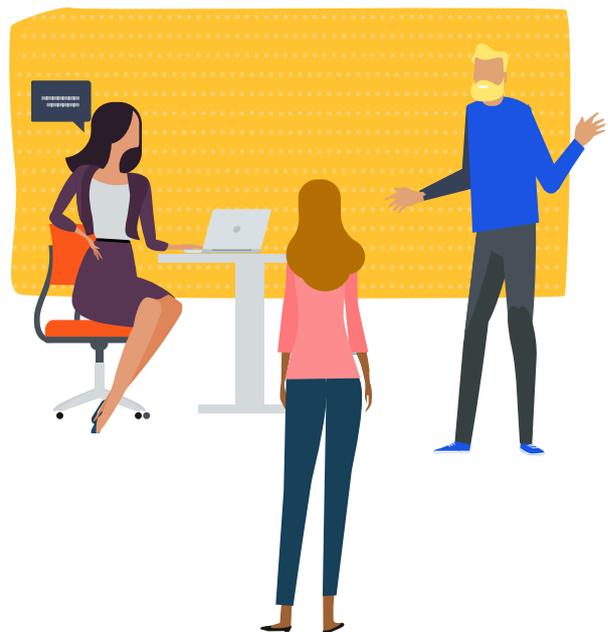
Simplified auditing

Standardized, centralized process information

A better-informed, more confident board

Faster, more efficient staff onboarding

Less time updating process systems



Clawing back time.

Nintex Promapp was used to align, streamline and centralize processes throughout the organization. Its usability had immediate effect on the financial department particularly says Helen Worsop, the company's financial controller.

Nintex Promapp also helps Rinnai make sure they stay ISO 9001 compliant - it saves time, effort and disruption during an audit. New staff are onboarded much more quickly - Nintex Promapp is so simple to use, staff can all but train themselves.

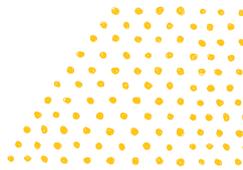
Kevin says Nintex Promapp's simplicity compared to other systems has netted them time savings.

'Then there's the amount of effort you put into keeping a process up to date. With Nintex Promapp, it's simple. It doesn't take hours like it does with Visio.'

'All the relevant information we need is instantly available in the Nintex Promapp library.'

KEVIN SHERLOCK

Quality Assurance Manager
Rinnai NZ



Healthier and safer every day.

Unsurprisingly, those efficiencies weren't the end of the story for Rinnai NZ and their culture of improvement.

Kevin saw an opportunity to use Nintex Promapp to make health and safety and risk management an unconscious part of the day-to-day business, at every level.

Doing so wouldn't just better protect the business and its people, there would also be the inevitable efficiencies. With information no longer 'tucked away in dusty folders', people were no longer surprised by reports that demanded improvements or changes in their work.

'We might do an internal audit on whether we were following existing processes and how to improve. Reported on paper, that relies on you to remember the changes, and for managers to remember to remind you. Nintex Promapp makes that information available all the time.'

That, he says, means that recording improvements on Nintex Promapp has made managing risks a natural, gradual part of their work.

'People didn't know what was expected of them. Now they can check to see what's on the list to do. It's more dynamic; the system can be updated as soon as someone spots something.'

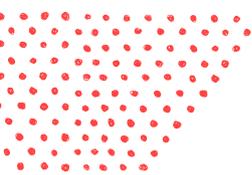
Because everyone's better informed and they can easily access up-to-date processes, managers can spend less time overseeing staff. Kevin says it allows for more delegation – which is not just good for managers, it also gives staff room to take on more responsibility and grow in their roles.

'We have achieved time and cost savings – efficiency gains that came about as Nintex Promapp helped us identify steps that were no longer required.'

KEVIN SHERLOCK

Quality Assurance Manager
Rinnai NZ





**‘To improve things,
we have to know
what we’re doing
today, so we can do
it better tomorrow.’**

KEVIN SHERLOCK

Quality Assurance Manager
Rinnai NZ

Better board oversight, better business.

The company’s board also appreciates being able to review information from Nintex Promapp more quickly. Understandably, health and safety is a key focus, as is risk management. By reviewing the same data as their people, the board gets a clear, unfettered view – and a great deal of comfort. ‘We’re all using the same information. They get the raw data, so they know for sure that they’re seeing the real picture.’

He says the board is also now better armed to be proactive and ‘apply downward pressure’.

‘It’s had a real impact on the business. They’ve got better info, so they’re asking better questions.’

Continuous improvement to stay ahead of competitors.

Fundamentally, Kevin sees Nintex Promapp as a system that helps engage staff and embed a culture of improvement, from the shop floor to the board room – something that will help Rinnai maintain its leadership position.

About us

Promapp is now part of Nintex. We believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With our intuitive and powerful cloud-based process management and automation capabilities, used by 8,000+ organizations worldwide, our customers and partners can easily manage, automate and optimize business processes with clicks not code.

Sign up for a [30-day free trial](#) or [join an intro webinar](#) to see Nintex Promapp, the process platform teams love to use, in action.

Connect with us.

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NINTEX BELLEVUE

10800 NE 8th Street, Suite 400,
Bellevue, WA 98004
United States
P: +1 (425) 324 2400
F: +1 (425) 458 0105

NINTEX IRVINE

1 Post, Suite 175
Irvine, California 92618
United States
P: +1 (949) 242-0455, Option 1
Toll Free: +1 (877) 462-5667,
Option 1

NINTEX LONDON

Ground Floor
138 Fetter Lane
London, EC4A 1BT
United Kingdom
P: +44 (0) 20 3693 0200

NINTEX DUBAI

Dubai Internet City, Building 9
3rd Floor, Office 314
Sheikh Zayed Road
73000
UAE

NINTEX MELBOURNE

Level 15, 595 Collins Street
Melbourne 3000
Victoria, Australia
P: +61 3 9912 1800
F: +61 3 9912 1812

NINTEX SINGAPORE

8 Marina View
Asia Square Tower 1
Level 07-04
Singapore 018960

NINTEX AUCKLAND – WHERE PROMAPP™ WAS BORN

Eden 3, 16 Normanby Road
Mt Eden
Auckland 1024
New Zealand
P: +64 9 281 3436

NINTEX HONG KONG

28/F., AIA Central,
No. 1 Connaught Road
Central, Hong Kong
P: +852 2824 8468

NINTEX MALAYSIA

Suite 8-3
Level 8, Menara Cimb
Jalan Stesen Sentral 2
KL Sentral
Kuala Lumpur 50470
Malaysia