

# CASE STUDY - Toyota Material Handling

“Increasing transparency on sustainability has multiple benefits: towards our business partners, it helps us to build trust; inside our company, it helps us to drive better performance.”

- Tom Schalenbourg, Director Sustainable Development

## The Services Provided



### ANALYSE

Knowing your data



### ASSIST

Technical helpdesk



### SELECT

Software selection

## The Challenge

Toyota Material Handling (TMHE) identified three key developments that they needed to implement in order to improve their data accuracy and usability of system generated reports and processes. Their sustainability team were also going through some staff changes and internal restructuring and did not have the resource to document system related processes and provide the necessary training and support through the transition. TMHE then decided to approach SustainIt in order to plug this resource gap and manage and deliver the project.

## The Solution

We worked together with TMHE to create a robust in-built data validation workflow to manage the quality and timeliness of all data submitted. We also helped develop and enhance their reports, dashboards and questionnaires to improve access to this high-quality data. Finally, we helped document and streamline their system related processes to reduce operational risk and help new members of the team settle into their roles.

## The Benefits

Our new data validation workflow has allowed TMHE to identify several data quality issues. These have now been corrected, drastically improving the quality of their annual reports. The introduction of these new processes has also provided users with the tools and training to review their data more carefully each quarter in order to facilitate accurate submission at the point of entry and reduce data errors. By reviewing and updating their dashboard and reports, TMHE now have instant access to data for their current KPIs, reducing the time spent running additional reports to extract data.