



Interview with Sylvain Chanal, Managing Director of ESTEVE

ESTEVE : Customer recognition and the reward from SPACE Aero

During *SPACE members' day* on May 23 at Ratier Figeac, SPACE Aero awarded the "**Best Improver 2019**" trophy to **ESTEVE**, a Toulouse precision engineering company.



Christophe Soufflet (SAFRAN Group Paris) - Sylvain Chanal (CEO ESTEVE) - François Bertrand (SPACE President)

In 2019, the modern results of the small firm (60 employees) adopted modern methods typically used by much larger companies, and its customers, at the cutting-edge of the aeronautics industry, have shown their appreciation: Airbus reaffirmed the company's position as rank1 supplier and SAFRAN supported the SME during a critical period with their own methodology.

Today, proud of their 99% OTD with SAFRAN Nacelles, Sylvain Chanal knows that all this would not have been possible without the support of SPACE Aero.

SPACE, a crucial supporter

"SPACE has put us on the track of continuous improvement," says Sylvain Chanal.

"In 5 years we have moved up through several levels, the support of SPACE being crucial: ever since the 1st Industrial Performance program in 2014 we have continued working with individual support projects that allowed us to firstly solve quality issues and OTD. In 2016 ESTEVE underwent in-depth change and reorganised internally. We continued our growth by joining, as part of the Industrial Performance program, the Safran PowerUnit cluster in 2018.

By anticipating and no longer just responding to problems, we regained the trust of our customers"



OTD 99%

In concrete terms, what was implemented?

To make the production processes robust, problem analysis tools based on the DMAIC¹ method were adapted to our small size. "Responding to emergencies" was quickly replaced by sustainable functioning using QRQC methods, now well-established rituals.

"We now have a robust continuous improvement method, the time spent upstream is no longer lost during production," says the Esteve Director who also commends the consultants' expertise, "pragmatic and credible, they took a method used by large groups and were able to transpose it to our small company



What now for ESTEVE?

"We want to perpetuate the virtuous circle, stay on course and become more and more independent! We recently worked with Space Share groups led by SPACE, which are a place for sharing good practices between companies." For S. Chanal, this is the beginning of a new adventure alongside SMEs of much greater size.

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¹ DMAIC : Define Measure Analyse Improve Control