

## LEAN IS A “GAME-CHANGER,” SHORTENING FURNITURE PRODUCTION TIME FROM DAYS TO HOURS

### COMPANY PROFILE

Lancelot Pinnock struggled with a common parenting challenge: his son was small, the kitchen countertops tall. He wanted to do more than just juggle the toddler and the sink. An engineer by trade, Lancelot used his skills to design a unique, foldable stepstool and “Hideaway Solutions” was born in 2017.

Dana Pinnock was successfully working in floral design. As Hideaway Solutions grew, she chose to join her husband and take on the role of CEO. In 2022 the Pinnocks moved production of concealable, foldable furniture out of their home and into a historic building in Bristol, RI.



### SITUATION

Hideaway Solutions needed expert assistance to:

- Shorten production time and increase output
- Decrease the number of times per week the Assembly team ran out of needed parts
- Improve customer satisfaction
- Standardize Assembly process so that new employees could be hired

Dana was enrolled in the Goldman Sachs 10,000 Small Businesses Program at the Community College of Rhode Island. The “10KSB” team and several alumni referred Hideaway Solutions to the Rhode Island Manufacturing Extension Partnership center, Polaris MEP.

### SOLUTION

Polaris MEP Project Manager Nathan Bonds started by observing the Hideaway Solutions process and team movements within the building. He saw that, after years in a cramped garage, the company had spread out to every corner of the new space. The result was many, many extra steps each day. Further, the team lacked clear flow paths for assembly and needed a better understanding of inventory needed for production.

Bonds proposed a “5S” project of the Assembly Area with a goal of “smooth flow.” 5S is a fundamental Lean Manufacturing tool. It became a transformational tool for Hideaway Solutions.

After classroom training on 5S and Lean fundamentals, Bonds took the team through a different “S” each week, a Review & Do method that Lancelot appreciated. He said “It is necessary to first learn the concepts sitting down at the desk and, from then on, you’re never at the desk. You’re always out in the shop, making changes.”

The biggest change of all? Giving up a batch processing approach in favor of single-piece flow with a prime line.

# IMPACTS

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New sales of \$175,521  
Retained sales of \$1,058,086



3 employee positions retained



Cost savings of \$45,750 in  
direct savings and by avoiding  
unnecessary investments

**To learn more, read the full  
Success Story at:**

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HIDEAWAY SOLUTIONS

"The coaching that we received from Nathan and Polaris MEP has been incredible. It's being surrounded by love. Anytime something comes up, Nathan's interested in helping us solve that problem. It has been just unbelievable, keeping those conversations going and opening up doors. 5S was our introduction to Polaris MEP, but I think the coaching that that we have continued to receive has been worth every penny and every minute."

**Dana Pinnock**  
CEO, Hideaway Solutions



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