

LEAN ENTERPRISE

LEAN ADMINISTRATION/OFFICE IMPLEMENTATION

We help organizations focus on creating customer value by eliminating waste to achieve gains, ranging from 40% to 80%, in quality, productivity, cost reduction and customer response time.

Our ability to deliver consistent, reliable solutions is based on a time-proven methodology that places customer needs above all other considerations. We use a four step process to implement improvement/change initiatives. We call it **HAPSSM**

Harmonize

- Develop or review vision, mission, and value statements.
- Identify and prioritize key office processes /value streams
- Understand the behavior—attitude—culture model
- Understand and develop the business case for Lean
- Conduct assessments to determine current and future states
 - Office waste audit
 - Management self assessment
 - Leadership assessments

Aim

- Process capture studies
- Interruption and random arrival studies
- Predictable output survey
- Proof of need survey
- Developing tangible plans for improving key business processes/value streams and the organization as a whole
- Identify Lean process improvement teams

Perform

- Train and deploy teams to carry out the improvement initiative
- Conduct Lean office tools and concepts training (2 days)
- Work flow analysis
- Identify value stream(s)
- Map value streams or processes whichever is more practical
- Conduct Lean Office Simulation
- Conduct problem solving training

Sustain

- Leadership and management will institutionalize Lean process improvement as the way business is done every day by:
 - Instilling a passion for the Lean office by stressing to employees WIIFM
 - Listening and implementing improvement ideas through Kaizen activities
 - Getting everyone on the same page by creating annual goal cards for teams and departments
- Implement visual controls and mistake proofing techniques
- Revisit vision, mission and strategy for alignment with Lean office goals use feedback to take action and continuously improve.



Call us today to learn more about our Lean Office/Administrative programs—847.919.6127 or email: wcarter@quantumassocinc.com

www.quantumassocinc.com