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Dear Management: So, you're on an efficiency kick this week...

When you see (from your distant vantage point) a very messed up process.

And (from your distant vantage point) you make a determination it's "broke".

So... you look to outside parties for advice, you hire consultants, you buy new software, etc... to "fix" the problem.

Sidenote - All the while, never asking the parties doing the work... "why" they do it the way they do?

And so... in this hunt for efficiency... wasted efforts per-sue.

Because the best person to ask "what would make this process more efficient?"... is your front line production line workers.

Don't ignore their knowledge, or it will be at your peril.