

PROCESS IMPROVEMENT

Our Approach



**“WE ARE TOO BUSY
MOPPING THE FLOOR
TO TURN OFF THE TAP”**

Scope for improving process is endless and is best served by creating an environment that supports the pursuit of excellence. Our Lean Six Sigma qualifications and decades of operational experience across many functions including Finance, HR, Procurement, IT, Logistics, Insurance Claims Processing, Case Handling, Payroll and more can help you to turn off that tap!

IMPACTS OF PROCESSES THAT ARE NEITHER STABLE NOR CAPABLE

Managing the effect of bad process can become a job

Poor quality output

High proportion of rework

High unit cost of work

Unpredictable throughput / scheduling issues

Customer (internal / external) service issues

Low operator morale / high turnover

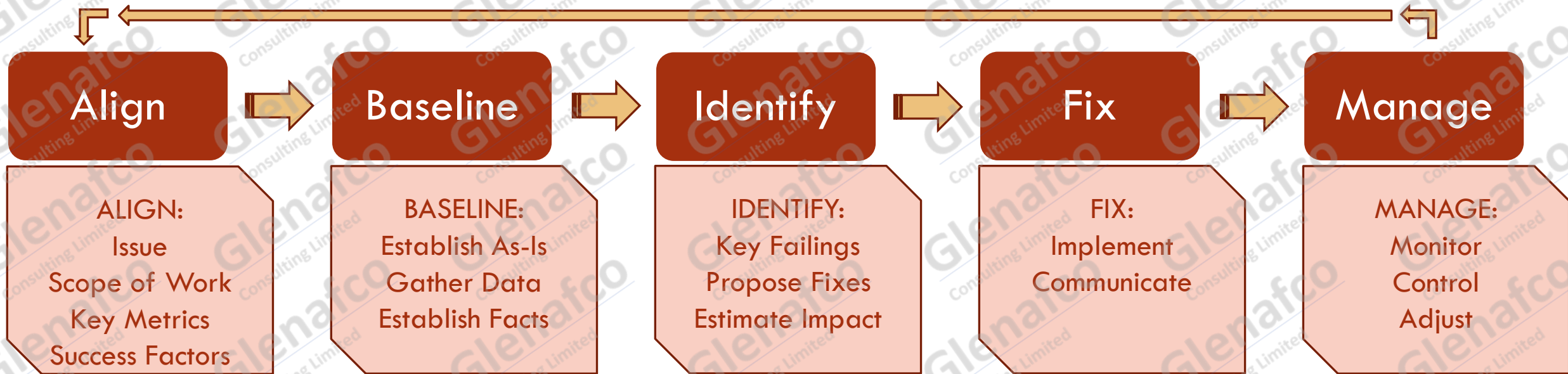


IDENTIFY THE REQUIREMENTS OF THE PROCESS AND ITS KEY STEPS AND MEASURE AND MONITOR THE INPUTS AND OUTPUTS.

Only activities that are measured can be truly managed. Operators that can see the impact they have on process output will be more focused & motivated.

GLENAFCO'S SIMPLE FIVE STEP PROCESS

A sustainable model for you to maintain



Our approach ensures full interlock between your goals and our support, consistent with our practice of highly collaborative working.

THE VALUE CURVE OF IMPROVEMENTS

Customer Delight



A reduction or elimination of internal or external customer issues will release more time to focus on the process and the customer relationship

Productivity



Aligning operators to process goals, managing process compliance, effective scheduling and a drive to continually improve results will put you on a path of ongoing efficiency and quality gains.

Unit Costs



Reduction in rework, producing to customer expectations (not beyond), consistent output of volume and quality, reduction in wasted time and materials will result in significant savings.

THANKS FOR YOUR TIME.

ALASDAIR GLEN
Director, Glenafco Consulting

<https://www.glenafco.com>

aldasair@glenafco.com