

Using Continuous Improvement to Grow Your Business

Ajay Patel

ajay@pexa.biz | (856) 905-4691

Neil Shah

neil@pexa.biz | (215) 316-6148

www.pexa.biz



Your Business Needs to Grow

Are you looking to grow your business beyond its current size?

Then it's time to think about **Continuous Improvement**.

The hallmark of a successful operation is the ability to identify the challenges that hold you back and find solutions to overcome them. This is how you build efficient processes that allow your business to scale. Businesses of all sizes struggle, often wasting an exorbitant amount of time & resources, while producing underwhelming results. The task is even more arduous for small & medium-sized businesses.

That's where PEXA can help your organization.

We bring a proven process that will leverage the talent of your existing staff and create reliable & scalable processes that will help your business thrive.



About

Ajay & Neil have combined for over \$750 Million in identified & recovered savings using their knowledge of Continuous Improvement.

It is from this experience that they decided to create PEXA – a Continuous Improvement based consulting company that focuses on leveraging the knowledge of your employees to improve profitability and prepare the company for growth. Their process will empower employees and reduce wasted efforts – unlocking hidden resources within your company.

Ajay Patel is a Mechanical Engineer by education and earned his degree from Drexel University. His background includes a Black Belt in Six Sigma, Business Planning & Optimization work within the Energy Space, and Project Management across multiple sectors. He has also created and directed a Continuous Improvement department for an Industrial Services company.

Neil Shah is a Chemical Engineer by education and earned his degree from The University of Delaware. He is a Six Sigma Black Belt and was the Director of Continuous Improvement for a large Energy Company. He independently consults within that sector while also managing a family hospitality business and has Project Management experience across multiple sectors.

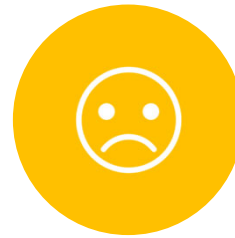
Do Any of These Problems Look Familiar?



LACK OF GROWTH



LOW MARGINS



POOR EMPLOYEE
RETENTION/MORALE



SUBSTANDARD
COMPANY
PERFORMANCE



LIMITED MARKET
UNDERSTANDING



INEFFICIENT
PROCESSES



NO BUSINESS
SNAPSHOT



LACK OF DATA USAGE

Recognize Any of These Challenges?



Wasted Time

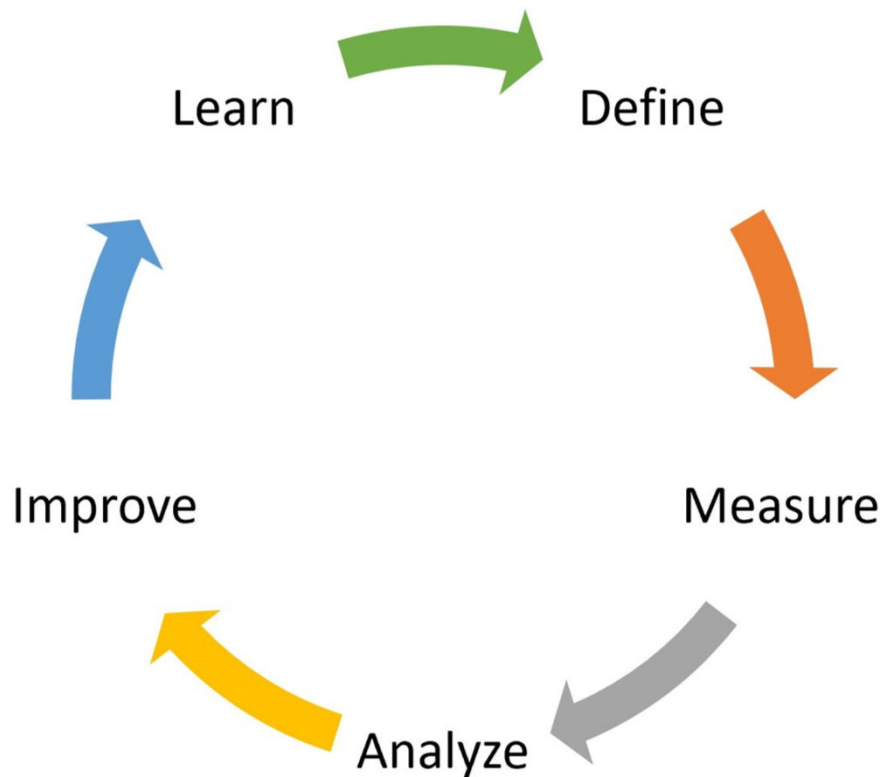


Fatigued Employees



Organizational Stagnation

Then You Need
Continuous
Improvement



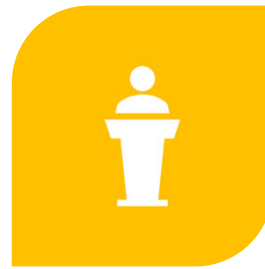
To Solve Your Problems, You Need:



A DEFINED PATH



ACCOUNTABILITY



TRAINED
LEADERSHIP



ORGANIZATIONAL
COMMITMENT

Our Process



Obtain
Commitment



Use a Proven
Method



Set
Accountability



Train your
people



Develop
Solutions



Execute the
Plan

Our Proven Method

Define: What's the problem?

Measure: How are we currently operating?

Analyze: Identify root causes of problems.

Improve: Develop solutions & implement.

Learn: Look for future opportunities to improve.

Your Results



Solutions from the Ground Up



Plan for Execution



Metrics to Measure Success



Improved Employee Morale



Real Sustained Growth

Our Value to Your Organization



Problem Solving & Critical Thinking



Communication



Understanding of Complex Systems



Analytics



Leadership

How We Execute



Obtain Commitment

Voice of Customer
Sponsor Meeting



Define

Step 0
Road Mapping



Measure & Analyze

Process Mapping
Brainstorming

Data Gathering
Statistical Analysis



Improve

Necessity & Feasibility Study
Testing



Learn

Storyboard & Present Findings
Execute Recommendations

Voice of the Customer

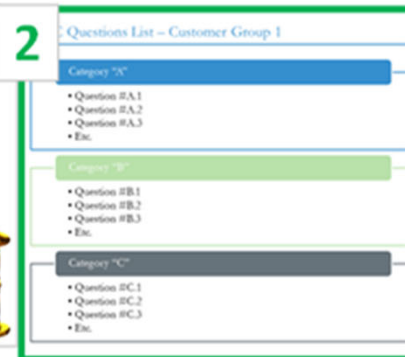
1. 15 to 30 minutes before meeting, prep the whiteboard with the Question Category Matrix



5 mins



2. VoC Questions List, have hard copy and/or project...



5 mins



3. If meeting will go through the Kano session, then draw the Kano Grid.



5 mins



4. Running the VoC session.

Try to work through questions in order. Capture responses on 3x5 Post-Its and place on matrix. Once all posted, review placement and consolidate where possible.

Take Photos 35-55 mins



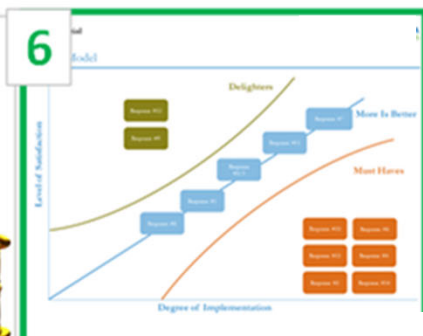
5. Running the Kano Session

Take responses one-by-one and place on Kano in one of the 3 categories. After all are placed, review placement with customer group adjusting as necessary.

Take Photos 40-65 mins



6. Digitize KanoGrid using template.



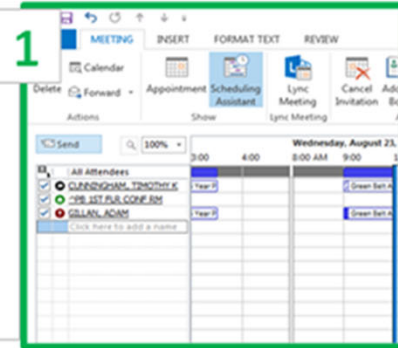
30 mins



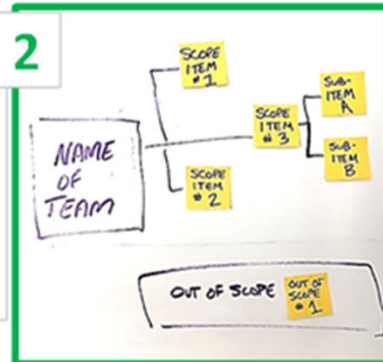
Step 0 Activity

1. Schedule 1 hour with the Sponsor, the team lead (if known) and a room with a whiteboard via Outlook.

Book the room 15 minutes prior to prep for the meeting



2. 15 minutes before meeting, prep the whiteboard with the Opportunity Tree...



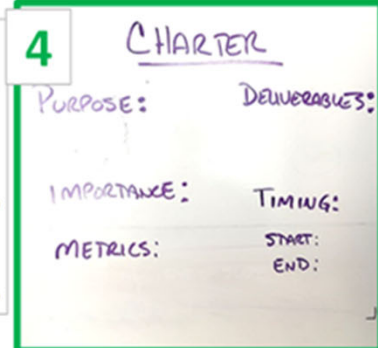
3. Then draw the Macro Map...



4. Then write out the Charter outline.

The room is now ready.

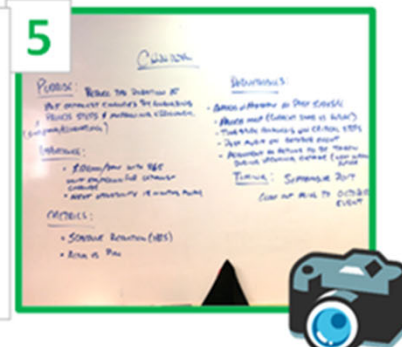
5 mins



5. Hold Step-0 Meeting. Complete Opportunity Tree, Macro Map, and use to fill out Charter

Take Photos

45 mins

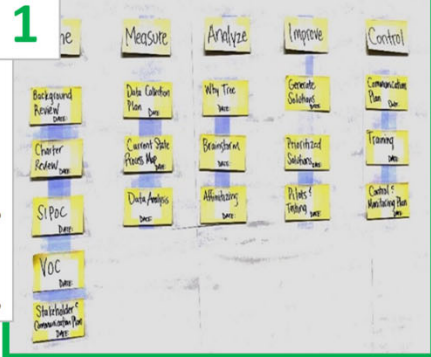


6. Digitize Launch Documents



Road Mapping

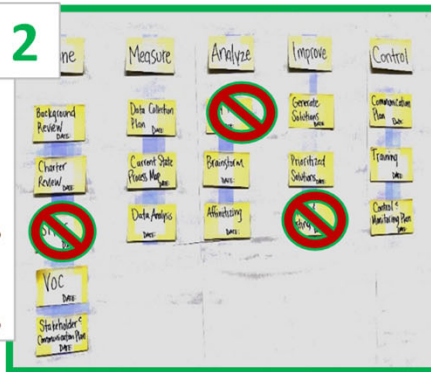
1. Put template up in room on the whiteboard.



15 mins



2. Review template and remove any items that aren't required to meet the key objectives of project.



15 mins



3. Add any unique steps required to meet the objectives of project (e.g. metrics and deliverables)



15 mins



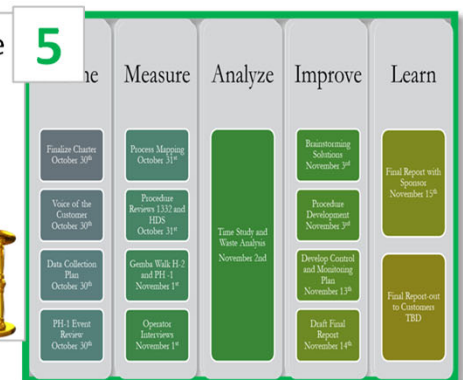
4. Add dates to each step identified in the roadmap



15 mins



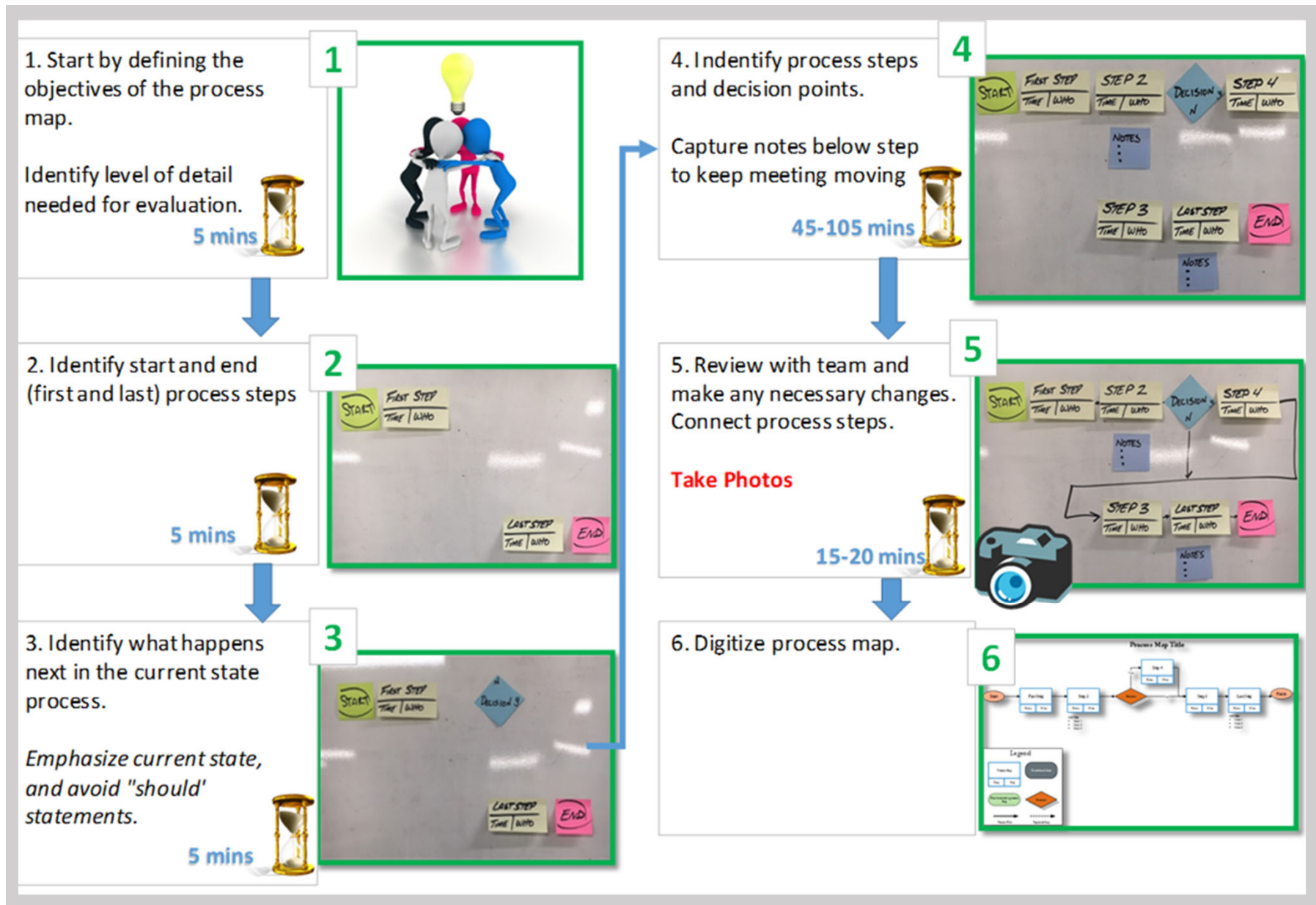
5. Digitize Roadmap utilizing the template.



15 mins



Process Mapping



Brainstorming

1. Start by defining the objectives of the brainstorm.

Preface that there are no boundaries for idea generation.

5 mins

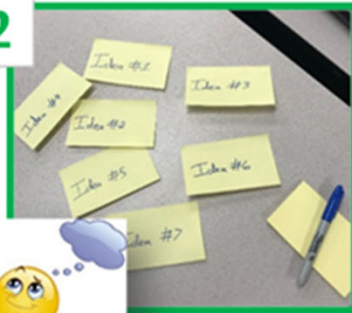
1



2. Team members are given time (5-10 mins) for individual idea generation, written on post-its.

5-10 mins

2

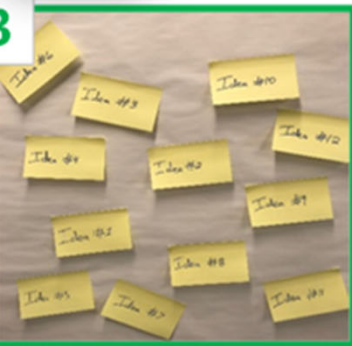


3. Initiates "Rounds" by going in a circle and randomly placing the ideas on the whiteboard. No idea is a bad idea.

"Continue to write new ideas while posting on whiteboard."

5-10 mins

3



4. Initiate "popcorn" to generate more ideas & place on whiteboard.

No idea is a bad idea.

5 mins

4

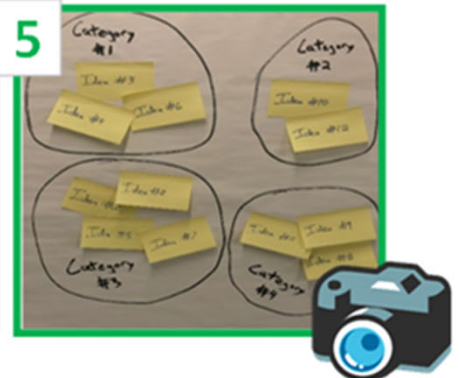


5. Invite group up to the whiteboard to affinitize (group) ideas by topic/subject. Ensure groups are labeled.

Take Photos

5-15 mins

5



6. Digitize affinitized brainstorm results.

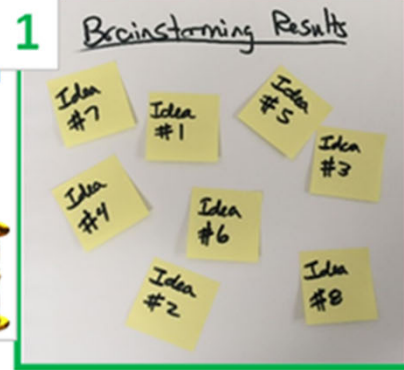
6



Necessity & Feasibility Study

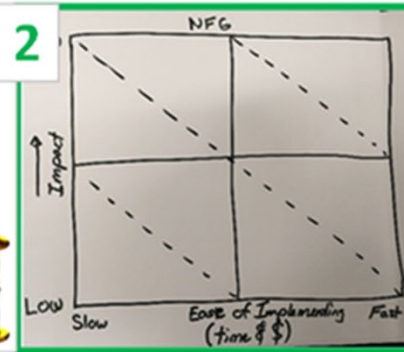
1. 15 to 30 minutes before meeting, prep the whiteboard with the Brainstorming Results that will be prioritized.

5 mins



2. Then draw the NFG Grid...

5 mins



3. Then write out the Prioritization List outline.

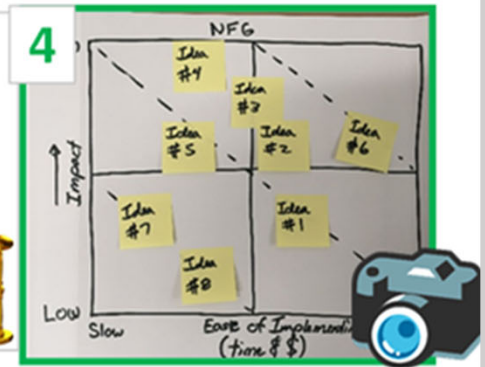
5 mins



4. Conduct NFG activity.

Preface that items are placed on the grid one-by-one on a relative basis to one another considering Impact & Implementation.

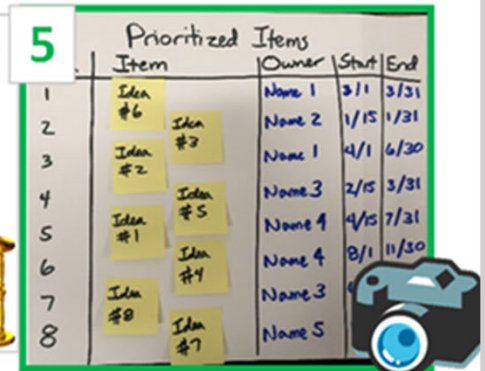
Take Photos 30-60 mins



5. Transfer items from NFG to Priority List.

Allow for prioritization adjustments, assign owners and get start & end dates.

Take Photos 20 mins



6. Digitize NFG Grid and Prioritization List using templates.

30 mins



Storyboarding

1. Put up D M A I L on whiteboard to begin framing out storyboard.

1

5 mins



2. Pre-load storyboard with required elements.

2

5 mins



3. Add additional placeholders for key elements of the roadmap

3

5-10 mins



4. Team discussion to add any additional content

4

Take Photos

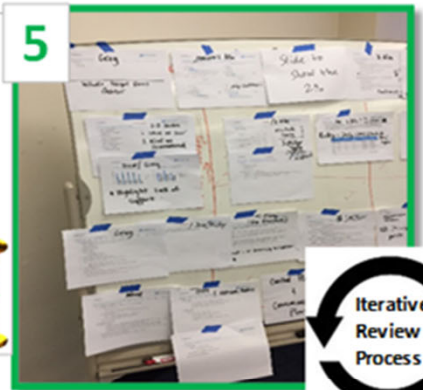
15 mins



5. Continue to review with team as content is created. Iterative process over several sessions.

5

30 mins



5. Continue to populate slide content in the storyboard until complete.

6

6-8 hrs



Learn
more

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