

## Process Improvement; Performance Measurement; Supply Chain & Resource Management Systems

We help our clients improve customer service, cost, productivity, quality, cycle time and safety. In order to enhance the performance of cross-functional processes, we help our clients in the following processes:

- Product development, engineering and application
- Marketing, sales and customer management
- Forecasting and planning
- Production and order completion
- Production planning and inventory management
- Distribution and logistics
- Change and configuration control
- Supply chain system
- Materials and supplier management
- Resource management
- Quality systems
- Project and program management
- Business planning
- Information systems development
- Related vital processes involving other stakeholders and commercial partnerships



Our approach to restructuring business processes and our help to your team in developing fair and correct performance measurements are independent and unbiased. We straightforwardly share our methods during our services. Our task is to help our clients in analyzing and implementing critical improvements in business operations as well as in setting up measurement systems that best meet their needs.

We can work with any level of your organization. Our team will help you in every stage of improvement (exploration, planning and justification, detailed design and implementation). We use our strong **MAXIT method** developed by **High Performance Concepts Inc.** and various **techniques** customized for each client case. Furthermore, we have an **international network of relations** consisting of **experts** specialized in operational and technical matters, as well as research files consisting of **“best practices”**, for detailed analysis of business operations that require special expertise. Our specific services in this field are:

- **Strategic Planning:** Formulation and documentation of corporate strategies and business plans, and their impact on performance measurements. Clarification of critical business processes and their relations with problems and opportunities. Decision analysis: focusing on mission; how much improvement is needed; which processes need most improvement; etc.
- **Orientation of Teams and Projects:** Identification of critical issues and forces. Development of project goals and scope. Orientation of management and securing its support. Development of project teams and business plans. Training of project team on specific analytical and performance measurement techniques.
- **Identification of Opportunities:** Relations among client needs, business goals, processes, products and services. Brainstorming meetings. Benchmarked assessment. Data collection. Problem identification. Ranking of improvement opportunities by their order of importance. Evaluation of key alternatives.
- **Process and System Design:** Review and improvement of business processes and procedures, from corporate offices and functions to plant floor. Identification of process needs. Identification and evaluation of alternative designs. Reengineering and redesign of business processes for speed, efficiency, and effectiveness. Integration of the processes, employees, information and technology dimensions of improvement. Selection of preferred alternative.
- **Organizational Planning:** Evaluating and establishing the structures and staffing levels appropriate to planned volumes and business processes.
- **Performance Measurements:** Identification and implementation of proper measurements for status of the business and process operational efficiency. Measurement of progress and establishment of performance baselines.

- **Assessment and Design of Performance Measures, Data Collection and Reporting:** Understanding and assessment of current individual and group performance measures, data collection and reporting. Our assessment includes: effectiveness, complexity, gaps, overlaps, surpluses and shortages. Mapping of activities, processes, events and outcomes in order to identify those that should be measured. Definition of “who, what, where, why and how” for each measure. Definition of required reports and supporting data. Audit data. Procedure writing to support baselining, piloting and implementation of each new measure. Benchmarking and baselining if needed.
- **Baselining:** Independent, accurate quantification of current performance. Collection and analysis of information from work sampling, observational time study, data collection by employees, computer data, and management reports.
- **Communication:** Planning and implementation to minimize risks concerning the engagement of stakeholders and maximize success. Plans include stakeholder, objective, message, media, timing, and responsibility for critical communications.
- **Program Measurement and Integration with Other Changes:** Ensuring the linkage and coordination of improvement projects. Ensuring coordination among process and performance improvements and employees/organization, information systems and technology changes. Integrating restructuring and performance measurement efforts with existing programs such as continuous improvement, strengthening and total quality management, etc.
- **Implementation Planning:** In order to bring change on the agenda and implement it, somebody needs to decide who or what will change and when, where, for what and how this change will occur. The plan includes the implementation of tests, training and measurements.
- **Project Management:** Supporting the coordination of company, supplier and consultant resources in addition to the coordination of the aforementioned, throughout the improvement activities. Managing the project to achieve high-quality outcomes within budget and time limitations.
- **Resource Planning and Justification:** Identifying the costs and benefits of restructuring and performance measurement proposals.
- **Software Functional Specifications:** Definition of system function and data requirements to support performance measurement and reporting. Preparation of written specifications, transaction definitions, and feature-function checklists to guide packaged software selection or custom development work.
- **Training:** In-house training is focused on how to use MAXIT method in the restructuring of business processes, systems and performance measurements.



If necessary, Process Improvement, Performance Measurement, Supply Chain and Resource Management Systems services may be provided together with **our other services**.