

VALUE STREAM MAPPING - GLOBAL INFORMATION AUTHORIZING & DELIVERY

CGN assisted the service and support division of this major manufacturing client in studying and reengineering the global information authoring and delivery process for all technical information.

Business Problem

The organization had introduced new tools for the authoring and delivery of information, but was having problems realizing the benefits of the new technology due to process issues and organizational resistance.

CGN Solution

CGN used its BPM and Value Stream Mapping methodology to perform a current state analysis and a work measurement study for the global translation process. CGN then analyzed the inefficiencies in the current process and identified areas for improvement. CGN also provided a recommendation for the future state and the ROI that the division would receive by moving to the target state. CGN's analysis provided an understanding of the actual root cause for the organization's resistance to the new authoring technology; and the work measurement study provided the client with data for reorganizing the current resources to gain productivity.

Customer Benefit

The client was planning on adding additional resources to the current organization. CGN showed how the same productivity could be obtained by removing non value added activities and redeploying the resources efficiently. The process reengineering resulted in a 40% reduction in lead time and increased employee acceptance of the new technology due to a more streamlined process. CGN also trained the client organization to carry out similar studies on the other processes within the organization.

SCOPE

Evaluate the current global information authoring and delivery process; perform a work measurement study using value stream mapping; recommend improvements with measurable and sustainable benefits; provide a transformation roadmap to execute the improvements

BUSINESS DRIVERS

Streamline operations; reduce cost by reducing process and lead time; reduce rework by increasing upstream quality



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