

VALUE STREAM ANALYSIS - ELECTRONIC DELIVERY PROCESS OF SERVICE MANUALS

CGN assisted the Service and Support division of a major manufacturer of agricultural and forestry equipment in conducting Value Stream Analysis of their information delivery process. The study identified opportunities to reduce the lead time by 50% and also developed process metrics.

Business Problem

The organization's current service manual production process is 70% automated with the remainder requiring human intervention. The management believed that opportunity existed to improve the process and quality while reducing with current lead time of 30 days.

CGN Solution

CGN applied its proven Business Process and Value Stream Analysis Methodology framework to:

- Map the service manual production process to capture all the activities involved in the production process
- Develop a Current State Value with process time, wait time, resources (staff & systems), and other process parameters
- Identify non-value added activities and redundancy
- Develop recommendations to eliminate non-value added activities, improve quality, and reduce total lead time by 50%
- Develop metrics to track the progress and improve performance
- Create a transformation map to achieve the future state

Customer Benefit

The client now has a clear understanding of the process details with time taken for each activity. They have visibility to reduce their process time by 20% and their total lead time by 50% along with templates and dashboard of their metrics to track the progress of the transformation.

SCOPE

Develop current state VSM, identify NVA and system imbalances, develop recommendations to improve the process, and develop metrics to track progress

BUSINESS DRIVERS

Improved business operations, improved throughput, short lead time, performance metrics tracking & reporting, and improved quality from reduced rework



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