



# Business Process Kaizen

## Providing a Competitive Advantage

## Business Process Improvement

Often front office or business process improvement opportunities are overlooked as companies strive for excellence or transition toward becoming a Lean company.

Today's more progressive companies realize that some of the greatest opportunities for improvement are often in the non-manufacturing, business process areas.

Kaizen involves every employee in making change for the better. It focuses on identifying problems at their source, solving them at their source, and changing standards to ensure the problem stays solved. These continual small improvements add up to major benefits. They result in improved productivity, improved quality, improved efficiencies, better safety, faster delivery, lower costs, and greater customer satisfaction.

On top of these benefits to the company, employees working in Kaizen-based companies generally find work to be easier and more enjoyable resulting in higher employee morale and job satisfaction.



All Synergy Business Process Kaizen events are made up of cross-functional teams assembled to tackle important business improvement challenges. Pre-work begins 2 to 3 weeks in advance of the actual kaizen when one of our Synergy improvement experts will spend

*The keys to a successful Lean Office Implementation include the involvement of all employees in shaping the changes needed to improve office and business process efficiencies*

time with your company's key contributors to complete a detailed investigation of relevant items such as policies, processes, technologies, and issues that may contribute to delays and other inefficiencies.

From this investigation your Synergy improvement expert will prepare a detailed pre-work program that our clients complete with a series of follow up conference calls that are scheduled weekly leading up to the Kaizen event.

As measurements are critical to the sustainment of changes and the continuation of the improvement cycle our improvement experts will review measurements in place related to the process under review and may suggest additional measures if the circumstances so require them to do so.

*Lean in the office is about improving the value of activities so that workers are performing duties that directly relate to the result that the customer wants and the organization needs.*

Some of the typical measurements suggested include the following:

- **Quotes:** lead time, win/loss ratio, win/loss reasons, and client types.
- **Sales:** Order processing lead time, defect reporting, on-time delivery to customer want, on-time delivery to customer promise, late reason codes, customer returns.
- **Inventory:** On-time delivery to the shop floor, Inventory accuracy, shipping defects.
- **Purchasing:** On-time delivery from supplier, supplier quality performance, supplier responsiveness.
- **Finance:** Dollars in over-due receipts, invoice defects.
- **Quality:** Defect monitoring, yield, Corrective Action effectiveness, cost of quality.

By setting a course that encourages standard work, reduction/elimination of waste, and implementation of 5S and deployment of visual controls, employees will continue to reap the many benefits of a Lean Office and these benefits will continue to improve the competitive position of our clients while providing a higher service level to their customers.

Call or email Synergy today to learn more about how Business Process Kaizen events can increase your competitive advantage [sbs@synergyresources.net](mailto:sbs@synergyresources.net)