

Objective:

i-Nova Global Consultants was asked to redesign and improve processes for a rapidly expanding retail business. The day to day activities were being managed by its Founder. However a clear need for standardized processes was apparent as the startup company soon began to grow faster than anticipated.

Customer: Green Box - Vegetable Retail

Revenue: Undisclosed. (200% growth in year 2 of existence)

Location: Mumbai, India

Project Duration: 2 months

Functional Areas:

Altogether Six (6) Functional Areas were analyzed and processes using Lean Six Sigma methodologies were developed. These areas are noted below.

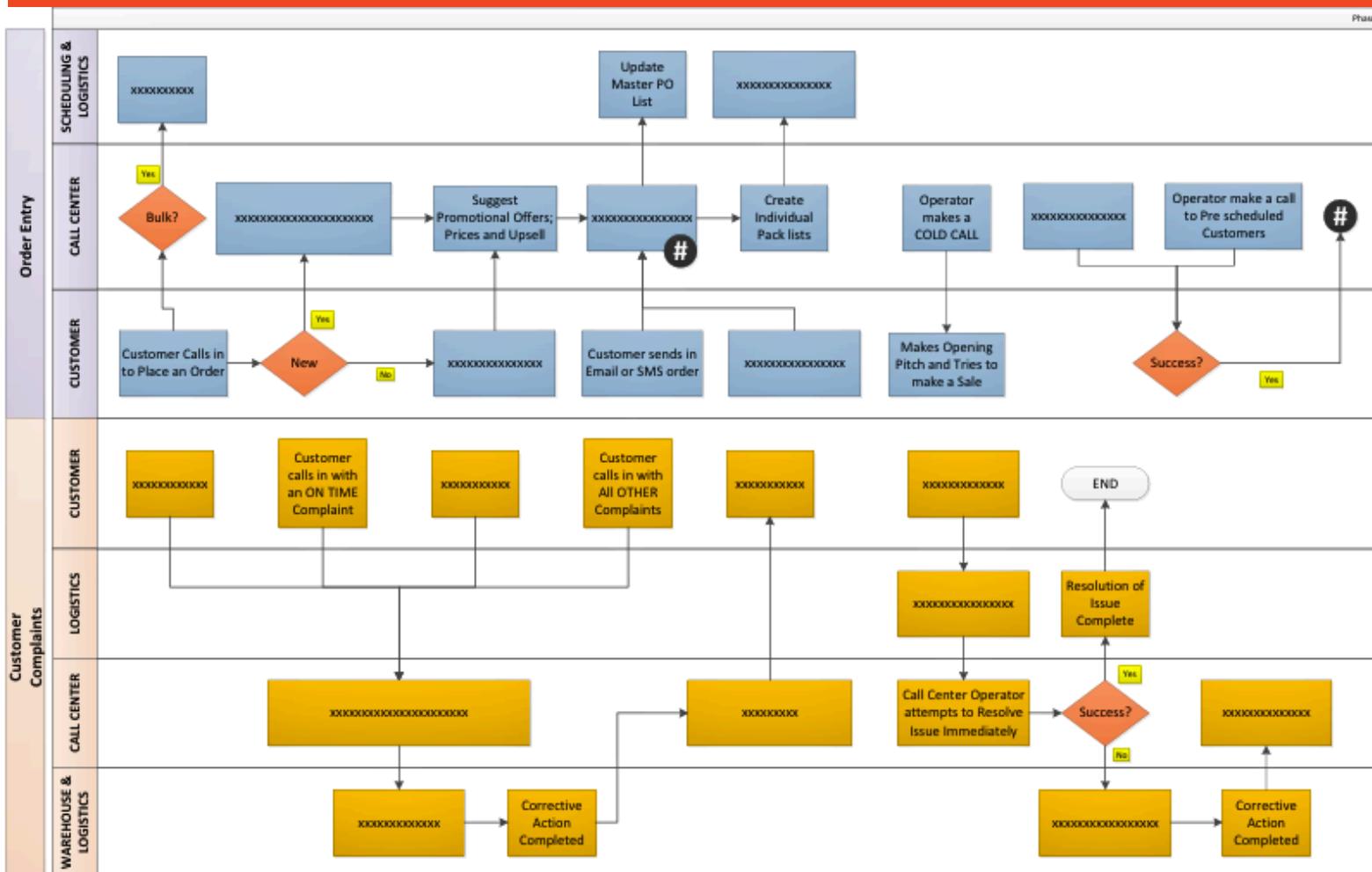
- Call Center Functions
- Warehouse Operation
- Goods Processing Department
- Order Picking Processes
- Logistics
- Quality and Issue Resolution

Benefits Achieved:

- Formal processes were created in conjunction with the Founder and his philosophies.
- Created a decentralized organization structure with set roles and responsibilities.
- Kan Ban philosophies were implemented in the warehousing operations.
- Close to 32% process efficiencies were achieved in the vegetable processing operations.
- Standardized KPI for Each Functional Area Developed Training Programs for individuals to explain new procedures and policies.

EXAMPLES OF PROCESS MAPS DEVELOPED ARE SHOWN BELOW.

CALL CENTRE PROCESS FLOW MAP



PRODUCE PROCESSING FLOW CHART

