

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

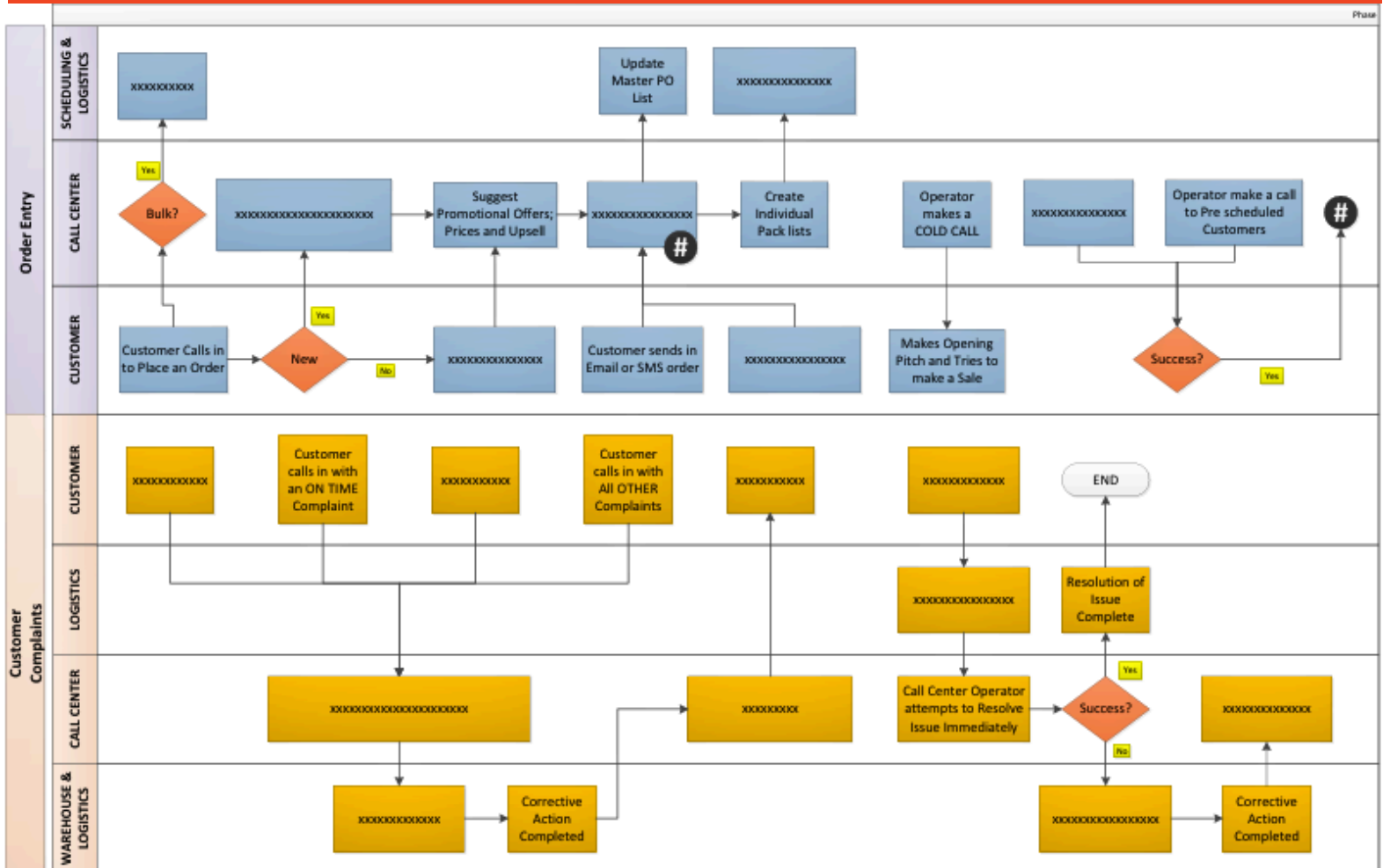
Benefits Achieved:

- 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.

Business Process Improvement • Project Management • Lean Six Sigma Training • Server Optimization

CALL CENTRE PROCESS FLOW MAP



PRODUCE PROCESSING FLOW CHART

