Objective:

The goal of this exercise was to develop and standardize the processes from the Receipt of a PO to the Final Packing and Shipping of the product. The objective was to develop:

- Policies
- Procedures
- Process Flows
- Training
- KPIs
- Audit Processes

We were not only able to achieve the client's objectives, but were also able to improve & speed up their processes!

- Customer: Data Center Switch Gear and Industrial UPS Manufacturer
- Revenue: $ 75 M / yr.
- Location: United States of America
- Project Duration: 9 months

Departments:

Altogether Eight (8) Functional Areas were analyzed and standardized processes were developed.

- Quotes and Proposals
- Order Entry
- Product Release and Design
- Purchasing
- Materials
- Manufacturing
- Quality and Testing
- Packaging and Shipping

Benefits Achieved:

- Average "Order Completion Time" reduced by 23 days (41% reduction)
- Improved Discipline and Accountability throughout the Organization
- Standardized Formats for Procedures; Check Sheets and Record Documentation
- Improved Integration with the prevailing ERP System
- Improved Management Oversight
- Standardized KPI for Each Functional Area (+QDIP)
- Developed Training Programs for individuals to explain new procedures and policies.

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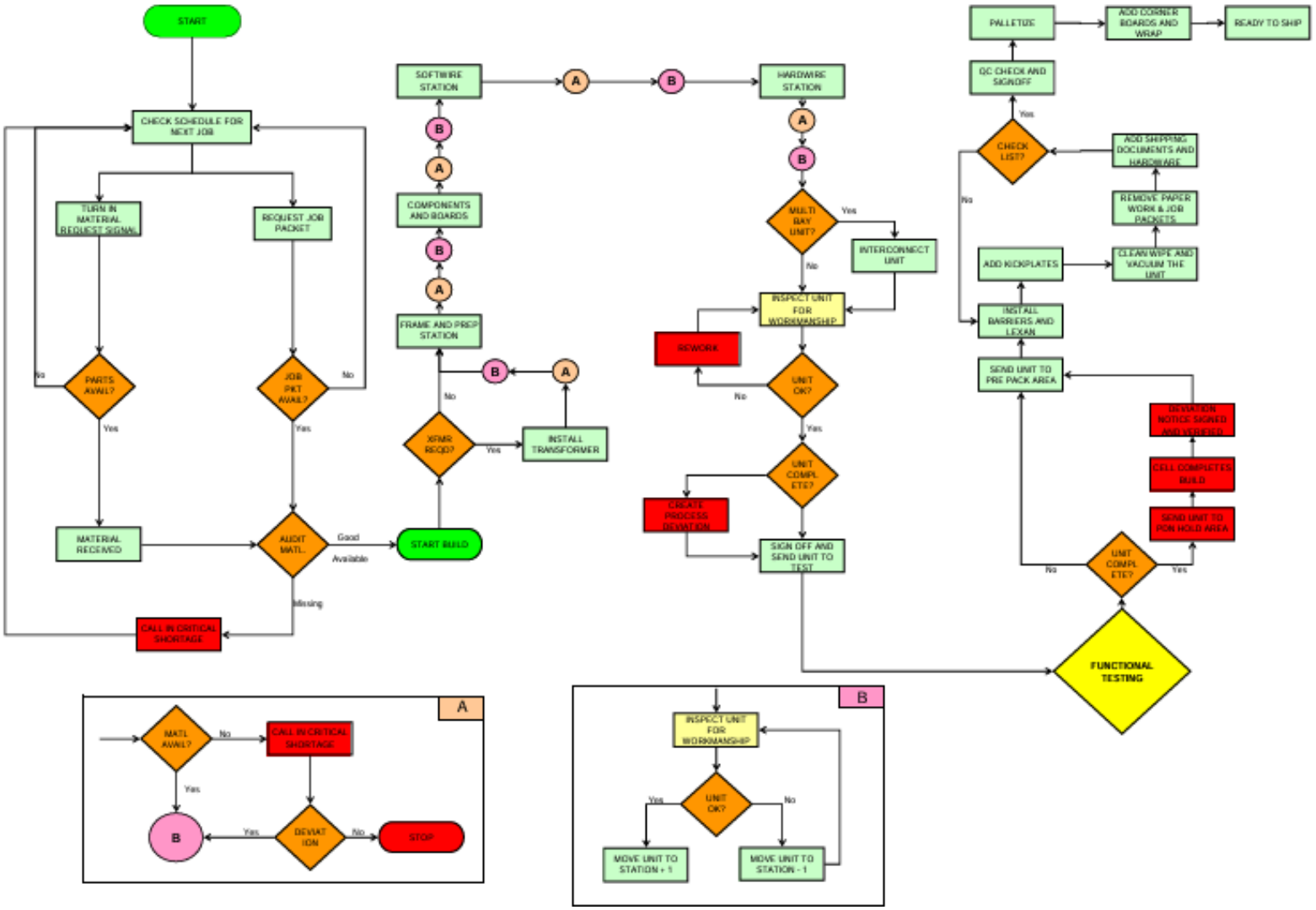
POTO PACK

PROCESS DEVELOPMENT AND IMPLEMENTATION



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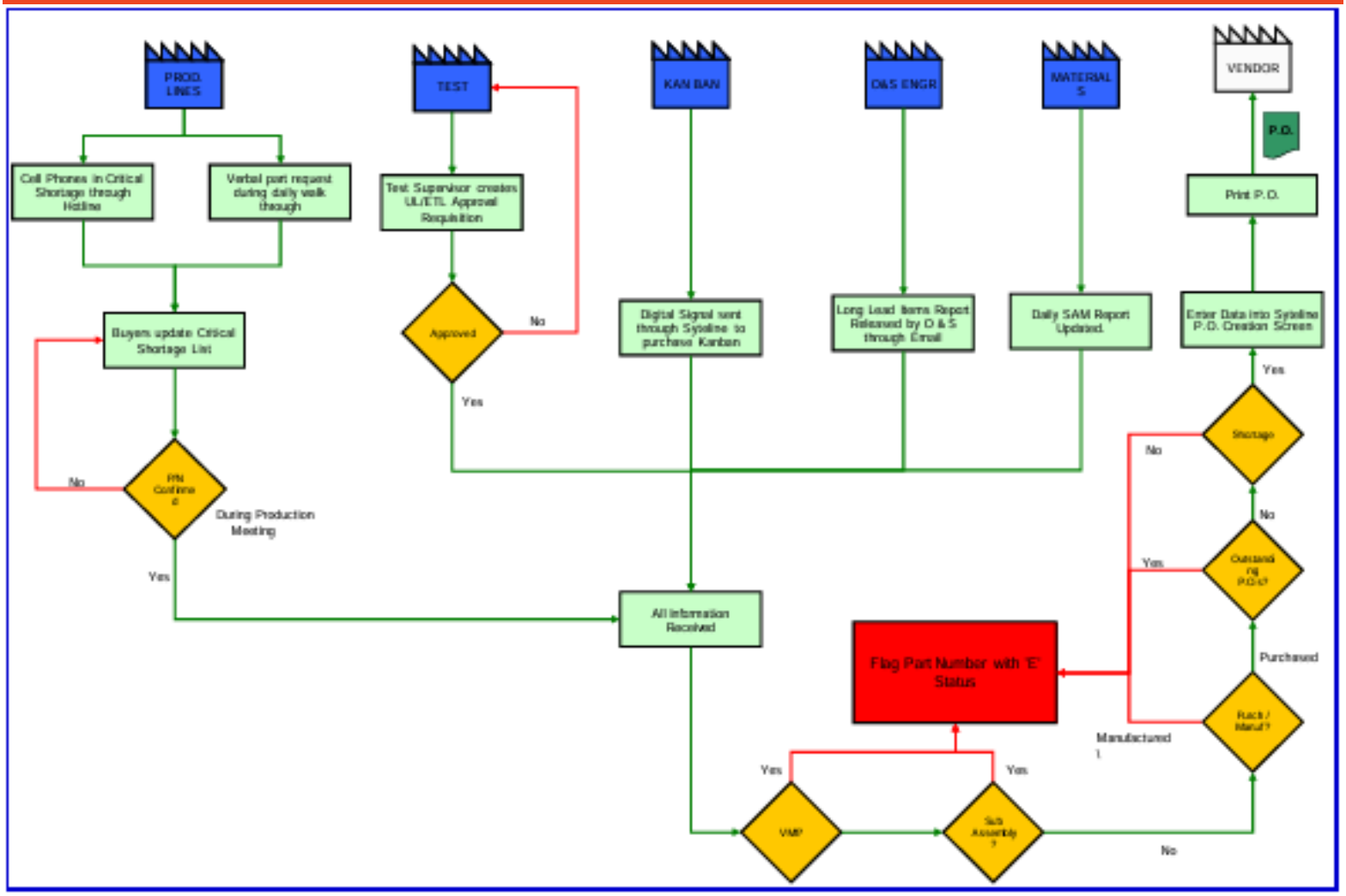
EXAMPLES OF PROCESS FLOWS



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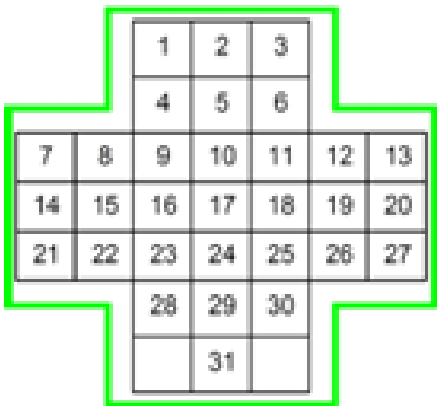
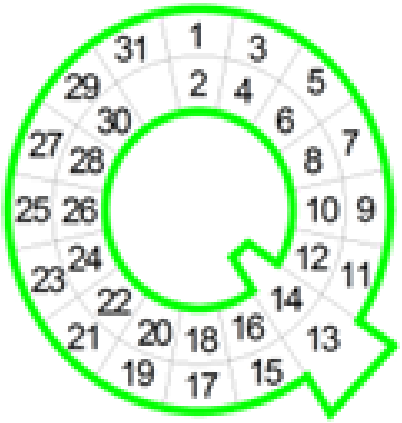
EXAMPLES OF STANDARDIZED KPI FOR EACH FUNCTIONAL AREA

SAFETY



QUALITY



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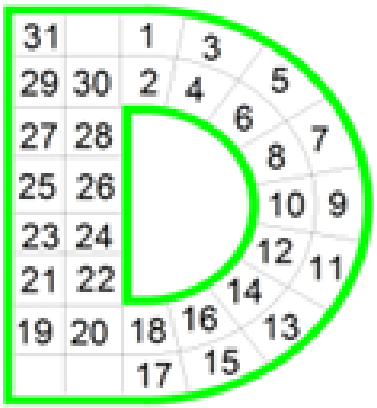
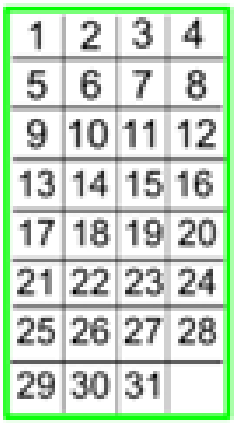
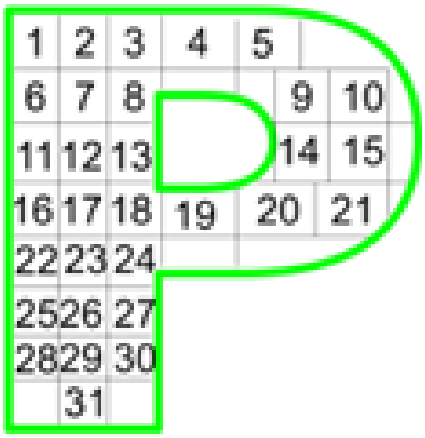


INVENTORY



PRODUCTIVITY



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