

Objective:

Ozone Consulting 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:

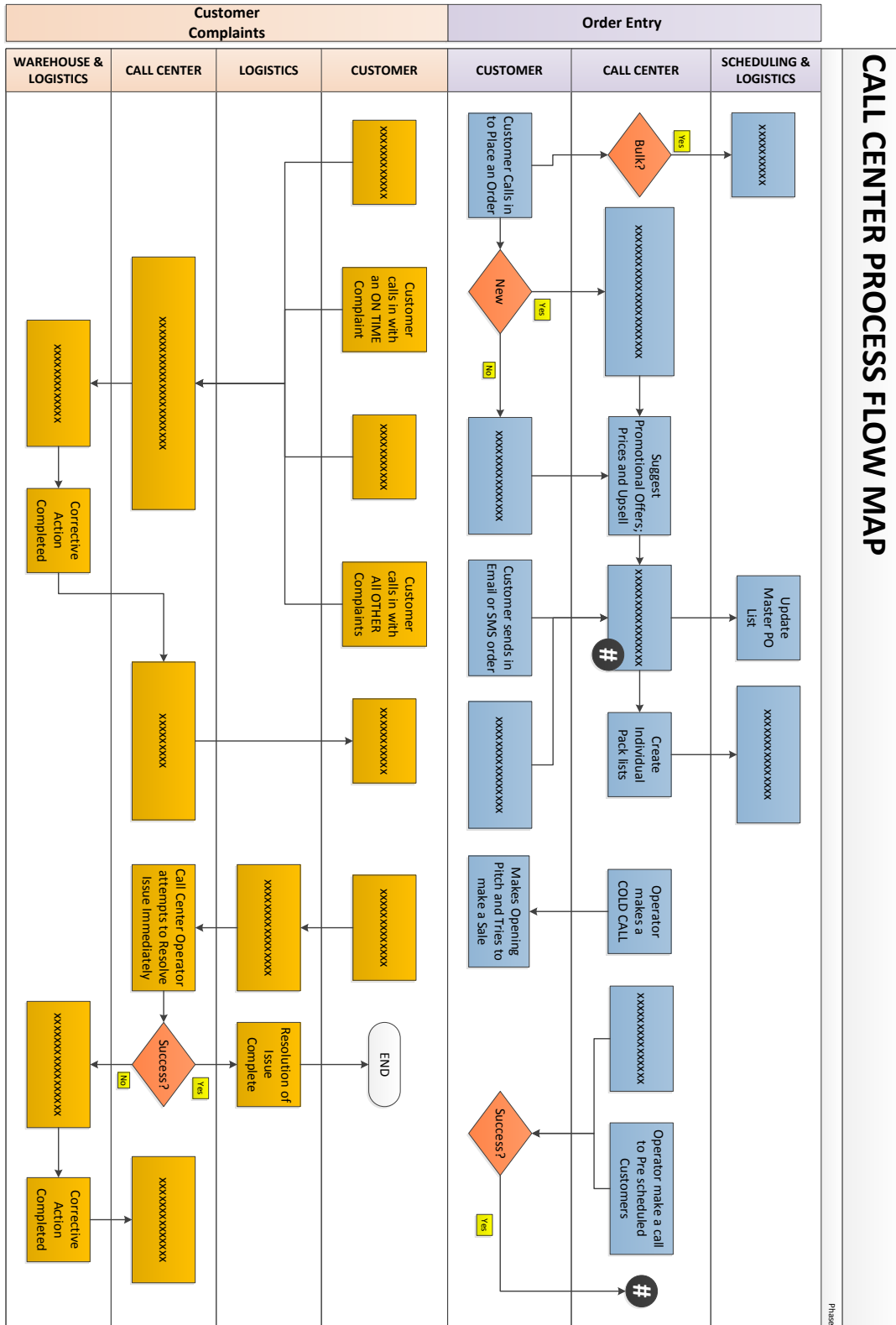
Altogether Six **(6) Functional Areas** were analyzed and processes using Lean Six Sigma methodologies were developed. These areas are noted below.

- 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 CENTER PROCESS FLOW MAP

Phase

