

**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

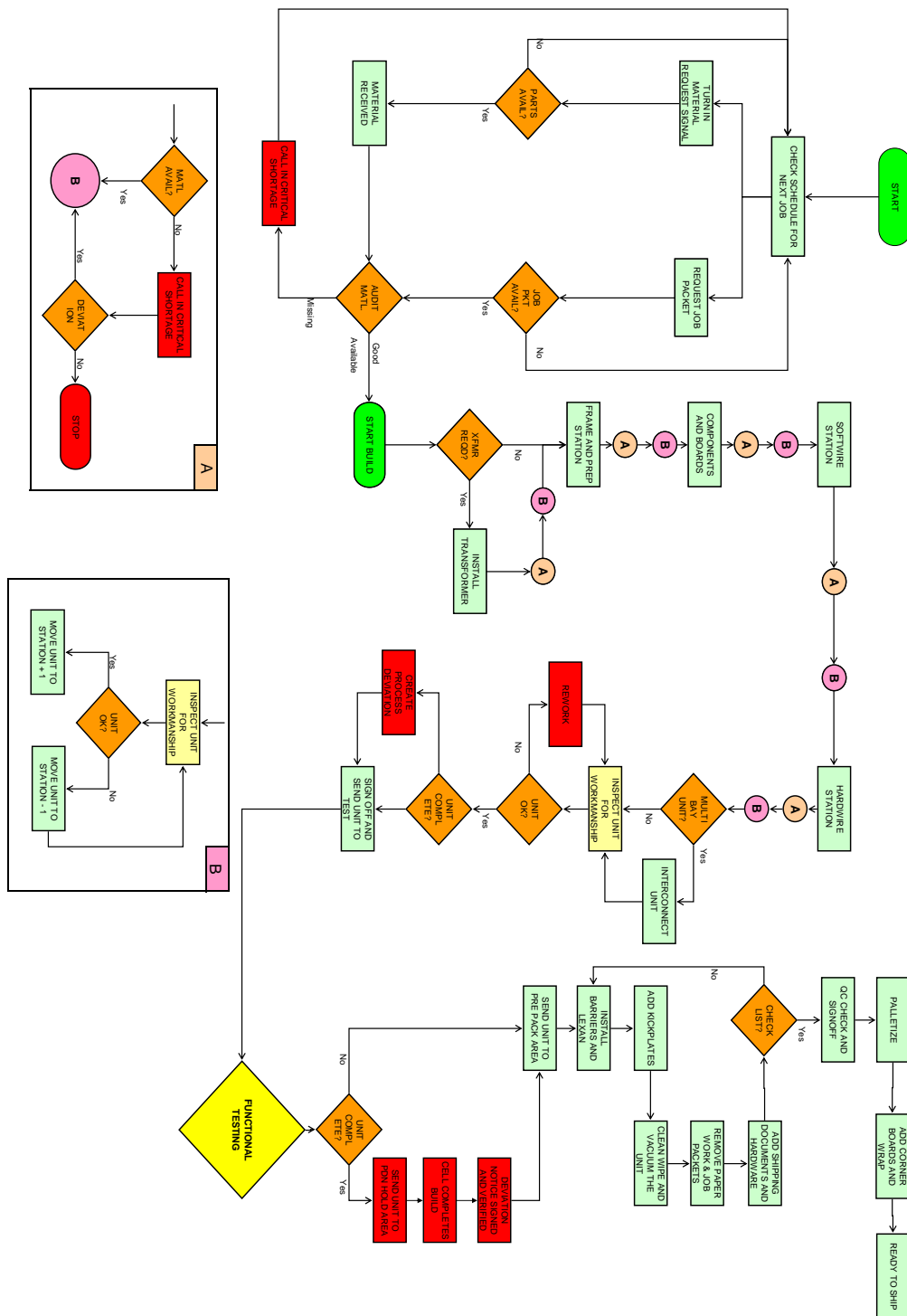
**Departments:**

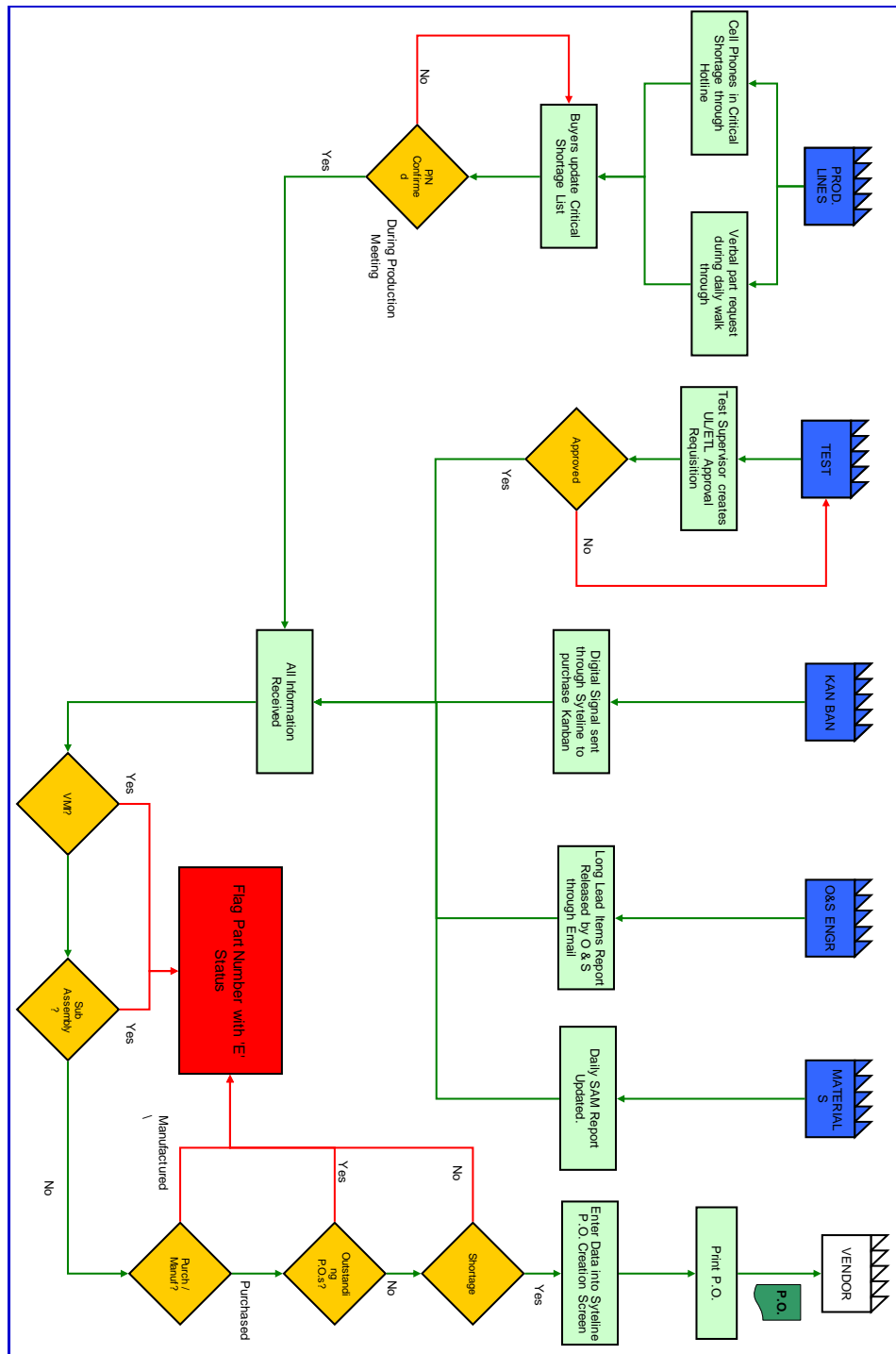
Altogether Eight **(8) Functional Areas** were analyzed and standardized processes were developed.

- 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.





EXAMPLES OF PROCESS FLOWS

# SAFETY

		1	2	3		
		4	5	6		
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
		28	29	30		
			31			

# QUALITY

		31	1	3		
	29		2	4	5	
27	30		6	7		
25	28		8	9		
23	24		10	11		
21	22		12	13		
19	20	18	16	14		
17	15					

# DELIVERY

31		1	3			
29	30	2	4	5		
27	28		6	7		
25	26		8	9		
23	24		10	11		
21	22		12	13		
19	20	18	16	14		
		17	15			

# INVENTORY

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24
25	26	27	28
29	30	31	

# PRODUCTIVITY

1	2	3	4	5		
6	7	8		9	10	
11	12	13		14	15	
16	17	18	19	20	21	
22	23	24				
25	26	27				
28	29	30				
	31					

EXAMPLES OF STANDARDIZED KPI FOR EACH FUNCTIONAL AREA