

PROCESS OPTIMISER

EPI
International

The intelligent approach to
Cost and Efficiency Optimisation



The Problem

Organisations in every sector strive to reduce costs and improve efficiencies to enhance customer value. The best way of doing this is by eliminating waste.

Waste is any activity that consumes resources in an organisation but adds no value. It is the primary cause of inefficiency and it directly translates into higher costs for any organisation in the public, private or third sector.

Waste in any business is the same as throwing money away.



Solutions to eliminate waste came from the automotive industry with the advent of Lean Production. This thinking has now become widespread and it is used across many different sectors including public services. Here the need to reduce costs, whilst at the same time improving services represents a very difficult balancing act. The heads of Councils, NHS Trusts, Police Authorities and the plethora of other public service bodies are acutely aware that they must prove that they are Value for Money organisations.

The problem is that many organisations are just not equipped to conduct lean reviews in an easy and repeatable way. They lack the structure, processes and expertise to make it happen.

Lean reviews are usually run in 'analogue mode' where notes are taken and post-it notes or flip charts are stuck around walls. Managing this process is cumbersome, error-prone and very time consuming. The lean process is definitely NOT lean!

These are problems we solve with Process Optimiser.

What we do

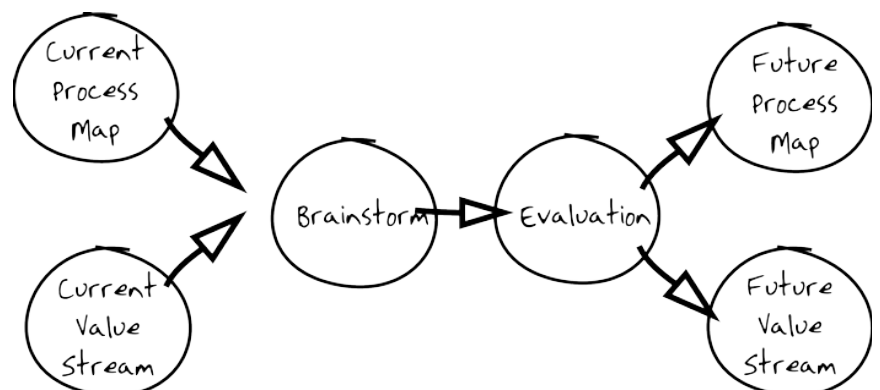
Process Optimiser provides an excellent digital alternative which focusses on ease of use, speed of data capture with intelligence built in to enable more informed decision making.

It makes data gathering and analysis much easier and faster and the results have been impressive. As part of our suite of CEO tools, Process Optimiser is a Software as a Service (SaaS) application that is accessed through a standard web browser.

How it works

Process Optimiser improves efficiency and reduces costs by identifying value streams and simplifying processes to eliminate waste.

Based on the sound principles of Lean Thinking, it has been tried, tested and proven over many years and is endorsed by experts, academics and organisations across the world.



A typical Process Optimiser project has three key stages.

1. Map current state

With Process Optimiser you can develop process maps to understand how a process works and what it costs.

The 7 wastes

The Japanese word for waste is Muda and it identifies 7 types of waste that impact performance. The aim is to identify and eliminate these as part of a Process Optimiser project.

Over-production: producing more than is needed or producing it before it's needed.

Waiting: idle time before the next process step due to long cycle times.

Transport: unnecessary movement of material or parts.

Over-processing: making things more complex than they need to be whilst adding no value.

Excess inventory: making more than your customers want due to bad planning.

Unnecessary movement of people: due to poor process, layout or workflow design.

Defective product: items that are faulty due to processing errors so no-one wants to buy or use them.

Value Stream analysis

By assigning metrics such as the cost of goods and services, time and labour to each element in the process map you get a complete picture of all costs consumed in that step.

You can also set benchmark costs of the current state for improvements to be measured against.

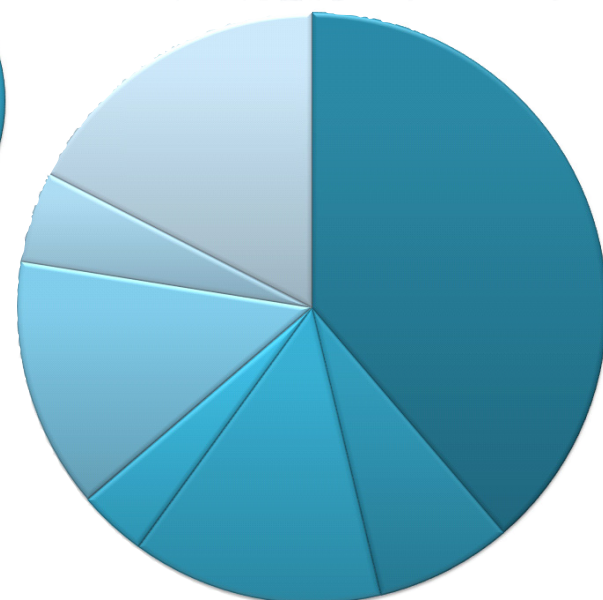
2. Brainstorm ideas

You can generate and share ideas through online Brainstorming to identify opportunities for improvement. People can enter their ideas whenever they want, irrespective of where they are. Using powerful inbuilt capabilities you can evaluate and prioritise these initiatives to arrive at the optimal solution for your organisation.

This has significant advantages over an analogue approach where it can be a major challenge to get the right people together in one room. And this problem is compounded where people work in different countries.

Of course there are many software tools that enable you to develop process maps but they have not been specifically designed for lean thinking. They have no built-in intelligence or ability to share information and promote collaboration in the way we do.

As part of a Brainstorming event you can attach Process Maps, Value Streams and any other supporting documents used in the process such as contracts, product or service specifications, standard operating procedures.



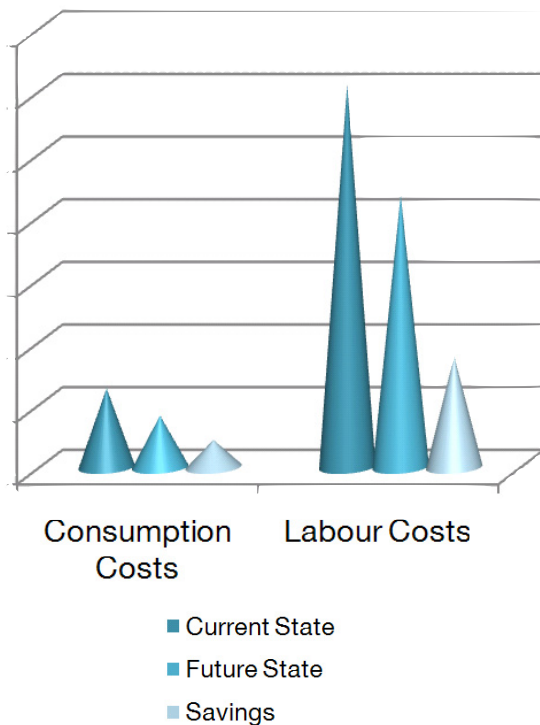
■ Transport ■ Delay ■ Handling ■ Inspection ■ Decision ■ Storage ■ Consumption

All invited users can also take the originally posted map and edit it to reflect the impact of their improvement initiative.

At the end of the event all the ideas are collated, evaluated and prioritised based on their perceived value (on a scale of 0-5) and their ease of implementation (on a scale of A-D). This is a very powerful and objective way of deciding what areas to tackle first.

3. Design future state

You can also reconfigure and streamline processes and show this in a future state process map. This not only provides a powerful visual comparison between the 'before and after' position, it also shows the impact of improvements in terms of time and cost savings.



And lastly, all this data is safely stored in a database and it can be accessed for re-evaluation and refinement or as a base for future initiatives. It also provides a complete record of activity that can be audited for compliance or as part of a learning process.

Benefits

Drives better Value for Money outcomes

- ▶ Eliminates waste, reduces costs and improves execution leading to better customer service and improved profit margins.

Improved project efficiency

- ▶ Process Optimiser is an on-line tool that delivers vastly improved efficiency of managing a lean review when compared with traditional paper-based approach.
- ▶ Faster, more structured interpretation of data leads to more effective outcomes.
- ▶ Errors are drastically reduced because data does not need to be input from paper-based sources.

Guaranteed data integrity

- ▶ Full audit trail to check for compliance.
- ▶ Data available for future review provides valuable learning points and helps to build expertise.

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