

An electrical business saved “thousands of man hours” by moving to Lean processes. Turnover increased 27% and Gross Profit 116%

Problem statement:

Low conversion rate of producing a quotation to winning a job. Long lead times resulting in clients going elsewhere. Failure to get back to clients within expected timelines. Failure to follow up clients. Constantly being chased for a status of a job. Manually tracking timesheets. Manually producing SWMS. Regularly being late for appointments.

Goal Statement:

Simply the scheduling of appointments. Produce quotations within on the spot or within 24 hours. Reduce lead time from on site measurement to producing a quotation. Eliminate double handling and activity that is wasting time and effort and not adding value. Eliminate paperwork. Meet client expectation of service and improve customer experience. Release staffing capacity to reinvest elsewhere in other value creating activity.

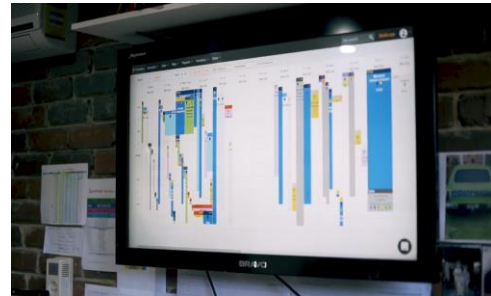
Schedule jobs – on time delivery

Methodology:

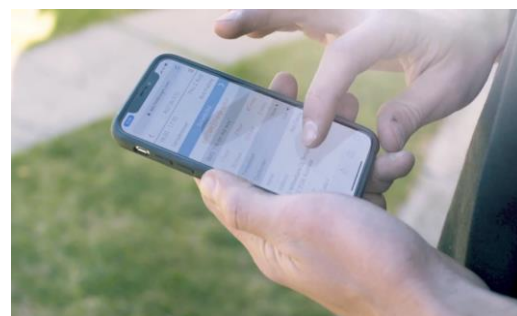
- Process map all key business processes.
- Document the flow of information and materials.
- Identify process problems causing rework, delays, defects and double handling.
- Generate ideas to improve process flow, service quality and customer experience.
- Redesign processes to be easier and faster to use.
- Developed an Implementation plan to achieved sustained improvement.
- Build internal capability in Lean Thinking methods.

Outcome:

- Developed the workflow and User Requirements for the creation of an electronic workflow using a hand held device.
- Net profit up by 1,100%.
- Improve conversion of quotations. Won more work.
- Increased the number of employees.
- Saved thousands of man hours.
- Eliminated double handling, waiting and wasted time.
- Reduced processing lead time and improved customer experience.



Paperless processes



Hand held
device

Engage staff to improve the way they work and be more productive