



Improve Administrative Productivity

Increase Customer Responsiveness and Satisfaction

Reduce Administrative Expense

REMOVE 50% OR MORE OF YOUR NON-PRODUCTIVE TIME IN THE OFFICE

For over 25 years we have focused our lean improvement efforts in the areas of production and operations. As a result we have made significant strides in reducing cycle time and waste, and improving product quality. However, the largest part of the organization's resource and activities are generally not in production activities. It is now time to focus on this great wealth of untapped improvement opportunities through Lean Office methods and tools.

The challenge is to how to apply Lean practices to administrative and financial activities. CMTC, with its many years of Lean service delivery, understands clearly how lean principles apply to the office environment. The improvement opportunities abound ranging from decreasing customer order cycle time, tracking orders, leaning out the engineering change order process, processing product returns, to servicing customer claims. These, and many other activities, are bound up in historical processes and practices. Improving these activities will have a direct impact on moving orders through your operations, delivering customer services, and reducing the cost of administration.

CMTC USES A 5 PHASE LEAN OFFICE IMPROVEMENT MODEL

CMTC's 5 Phase Lean Office Improvement Model provides a systematic approach to implementing Lean Office tools and techniques. Each phase is designed to move a Lean Office Implementation Team along the path toward success with hands-on instruction and on-site support. CMTC is committed to provide the necessary training and facilitation to ensure that your expected outcome is realized in a rapid timeframe.

5-Phase Improvement Model

Phase I: Assessment and Lean Office Simulation
<ul style="list-style-type: none">• Conduct a Lean Office Assessment and the hands-on Office Simulation identifying office process and procedures that typically can be improved.
Phase II: Value Stream Mapping and Toolkit Training
<ul style="list-style-type: none">• Develop the Current and Future state office process maps and an introduction to Lean Office improvement tools.
Phase III: Lean Office Roadmap Development and Pilot improvement Event
<ul style="list-style-type: none">• Develop the Lean Office strategy improvement roadmap and conduct an initial improvement event for a key office activity.
Phase IV: Lean Office Rollout Plan and Improvement Events
<ul style="list-style-type: none">• Develop a rollout strategy and timetable to implement the approved roadmap through a series of improvement events.
Phase V: Lean Office Follow-up and Expanded Toolkit Use
<ul style="list-style-type: none">• Provide a scorecard checkup and introduce new tools as needed



LEARN TO USE THE LEAN OFFICE TOOLKIT

Learn how to use the right lean office tool to solve an office problem. The following are some of the tools that are available in the CMTC Lean Office toolkit:

Key lean Office Tools

TOOL	DESCRIPTION
Value Stream Mapping	Illustrate current and future states
Kaizen	Process improvement events
Simulation	Hands-on learning of key principles
Standard Work	Everyone uses the best practice
Mistake Proofing	Work Aids to prevent errors
Document Tagging	Captures work elements in a process
5S	Organizes work space and reduces waste
Score Card	Tracks progress to baseline
Pull System	Paces work to customer’s need
Workload Balancing	Provides for smooth flow of work

LEAN OFFICE IMPROVEMENTS ELEVATE PERFORMANCE COMPANY-WIDE

Lean Office improvements can be linked to efficiencies throughout the company. As office processes are improved they will have a positive impact in key company performance areas. For example:

Office Improvement Impact Areas

IMPROVEMENT AREA	IMPACT
Process Customers Orders	Faster delivery to the customer
Dispatch Service Personnel	Faster response times
Close Books at End of Month	Quicker evaluation of Key Performance Indicators
Process Travel Requests	Lower travel costs
Schedule Freight Shipments	Better on time delivery, lower shipping costs
Process New Hires	Faster employee productivity
Verify Consignment Material	Improved inventory accuracy
Approve Engineering Changes	Improved product speed to market
Process Complaint Calls	Better customer satisfaction
Vacation Approvals	Improved Personnel planning

GETTING STARTED TODAY

Call (800) 300-CMTC or visit www.cmtc.com for more information on our Lean Office Improvement tools and techniques. Get started on your opportunity to save 50% and more of the resources required to execute your administrative and financial activities and tasks.

