

TRANSACTIONAL PROCESS IMPROVEMENT KAIZEN WORKSHOP

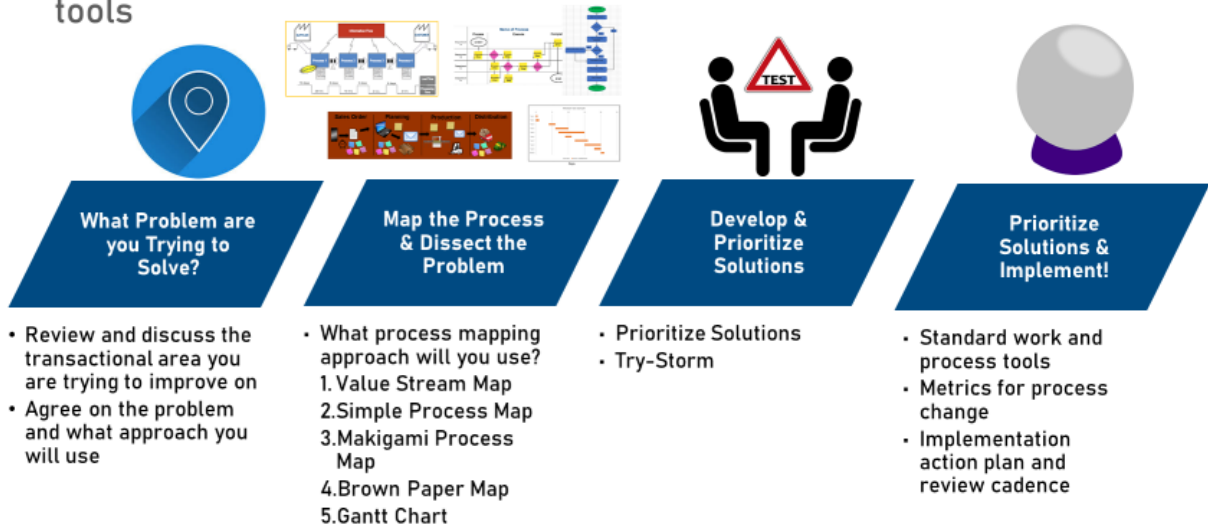
Understand what your processes are today

Identify wastes & measure your gaps

Identify & prioritize improvements

Implement improvements to drive results

Once improvement priorities are identified, process mapping is one tool Lean Focus uses to help clients build stronger processes and tools



Build the process, implement the process and measure the process – data and metric driven focus

AGENDA (5 DAYS ON-SITE OR VIRTUAL OPTIONS AVAILABLE)

5-DAY AGENDA	DESCRIPTION
DAY 1	Transactional Process Improvement Training Go to Gemba / Process Walk Build a Current State Process Map (using appropriate methods)
DAY 2	8 Waste Identification Waste Prioritization Build a Future State Process Map
DAY 3	Develop & Try-storm Countermeasures at Gemba (where the work is done)
DAY 4	Continuation of Try-Storming Leader Standard Work and Daily Management Apply Countermeasures at Gemba
DAY 5 (1/2 DAY)	Action Plan Development & Kaizen Event Newspaper Prepare Report Out Report Out Kaizen Results for Leadership Wrap-Up Summary & Key Takeaways



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FOUNDATION
A LEAN FOCUS PRACTICE AREA

TRANSACTIONAL PROCESS IMPROVEMENT KAIZEN WORKSHOP

WHAT IS A TRANSACTIONAL PROCESS IMPROVEMENT (TPI) KAIZEN?

A Transactional Process Improvement Kaizen is the implementation of breakthrough improvements in the most critical and knowledge-based processes in your organization by bringing traditional LEAN management techniques to the non-manufacturing departments i.e. “transactional areas” of the business.

EXAMPLES OF TRANSACTIONAL AREAS:

Customer Support	Marketing	Sales
<ul style="list-style-type: none"> • Call abandonment • Call handling time • Returns processing • Complaint handling 	<ul style="list-style-type: none"> • Lead qualification conversion • Marketing campaign ROI • Marketing channel effectiveness • Online Store order processing 	<ul style="list-style-type: none"> • Territory Revenue • Sales Campaign ROI • Sales Funnel Management • Customer retention
Finance	Accounts Receivable	Accounts Payable
<ul style="list-style-type: none"> • Budget Expenditure Variance • Compensation overage • Margin improvement 	<ul style="list-style-type: none"> • DSO • Collection call processing • A/R cycle time 	<ul style="list-style-type: none"> • DPO • 3-way matching process • A/P cycle time
I.T.	R&D	Purchasing
<ul style="list-style-type: none"> • System performance • System capacity • Project performance to plan • Case handling 	<ul style="list-style-type: none"> • Project performance to plan • New product revenue contribution • Project lead/cycle time 	<ul style="list-style-type: none"> • Inventory Turns • Supplier lead time • PO processing • Returns/Exchange process
Human Resources	Training	Distribution
<ul style="list-style-type: none"> • Time to Fill process • On-boarding/Termination processes • Employee Retention • Employee Engagement 	<ul style="list-style-type: none"> • Training attendee capacity • Training effectiveness • New Hire training process • New Leader training process • Continuing education process 	<ul style="list-style-type: none"> • On-Time-Delivery • Backorder process • Receiving process • Picking process time • Product Returns process

TPI Kaizen:

- Maps and visualizes business and transactional processes
- Identifies functional overlap and gaps
- Provides clear understanding of roles and accountabilities
- Eliminates wastes – especially lead, process and cycle times
- Improves quality and customer retention
- Optimizes business process
- Engages Natural Work Groups for sustainability and continuous improvement

REQUEST A CONSULT:
INFO@LEANFOCUS.COM

How do I get started?

**Schedule a Transactional
Process Improvement Kaizen**

Take the first step toward workspace transformation. Contact us today to schedule a consultation and discover how Transactional Process Improvement can elevate your organization's operations.



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