

Service Value Stream Analysis



WHAT?

We will create an improvement vision for your services and office department. By working alongside your team, we will understand the current state of the transactional processes, design the value stream vision and define an implementation plan to achieve the desired results.

WHO?

The workshop team should be composed of the services managers along with the leaders of all areas that have an impact on the transactional processes under review.

ESTIMATED BENEFITS

20-30%

reduction in **processing lead times**

30-50%

increase in **customer service level**



HOW LONG?

We will work in intensive workshop sessions, over a period of one to two weeks, depending on the scope.

10-20%

increase in **productivity**

10-15%

reduction of **processing errors**

DELIVERABLES

- Data collection and analysis
- Value Stream Analysis introduction
 - Current State Mapping
- KAIZEN™ methodology trainings
 - Future State Vision
 - Implementation plan
- Final Report with cost-benefit analysis

