



Process optimization

Task

The quote " Stagnation is regression" by Rudolf von Bennigsen-Foerder (1926 -1989) is our motivation to constantly provide you with opportunities to develop further, not only to adapt to the constantly new technological and economic challenges, but to be one step ahead. In working life, we observe a desire for a better work-life-balance under ever-increasing pressure to handle capacities more efficiently. In the existing "employee market", a company that offers the best working conditions and uses human capital positively and efficiently can stand out. This requires optimization in the direction of minimizing waste. Reducing idle time, shifting secondary activities, parallelizing processes, preventing waiting times, optimizing material flow are only some of the possibilities to make your company fit for the coming challenges.

Our Service

CRIDZ.DE - Effizienter GmbH offers you individual, tailor-made solutions. In a close dialogue with you or with the employees you commission, we help you to analyze your product development process from start to finish and show you possibilities for improvement as it progresses. Our goal is your goal to go competitively into the future.

Process optimization on site with the necessary documentation and information to all parties involved. Preparation of the company, individual business units or departments for a sustainable culture of continuous improvement. We help you to view your processes from an external perspective. With the experience from one of the largest special purpose machine building companies in the power train sector of the automotive industry, we can develop approaches at company level down to the individual workplace.

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Product Sheet Consultancy Package 4W1

Daily rate in house	Bad Wörishofen	
Daily rate on site	Germany/Europe	
Travel distance		
accomodation	Germany/Europe	
allowance	Germany/Europe	

	Short description	duration	
Phase 1	Potential analysis - Interview - "On-Site" Analysis 1 - Workshop - "On-Site" Analysis 2 - Summary - Decision-making	approx. 1 week	4W1 - 1
Phase 2	Introduction - Definition of affected tasks - Communication of changes - Training of the changes - Documentation of the changes - Pilot project starts - Document process experiences	approx. 1 week	4W1 - 2
Phase 3	Optimization - Interview/Workshop with involved - Weak point analysis new process - Optimization of new process - Introduction of the changes, retraining - Definition of KPIs with new process	approx. 1 week	4W1 - 3
Phase 4	Monitoring and (post-) control - Control of defined KPIs - possible adjustment of KPIs - Review Effects - Interviews/Workshop - Final Report	approx. 1 week	4W1 - 4
Phase 5	Long-term support - Introduction CIP	Not defined	optional



Phase 1: Potential Analysis

Interview

Sample questions:

- What does your company look like?
- What does your organizational and operational structure look like?
- Have you dealt with waste in general?
- How does your product development process look like?
- Which deficits do you see in your processes?
- Which department(s) do you want to investigate as a priority?

On-Site Analysis

After deciding which processes are to be given priority in which departments, the current situation is objectively recorded. First of all, a tour of the department with a short introduction should be made. The actual state is recorded in short interviews and at best in a 2 - 8 hour workshop with the following participation.

- Moderator (CRIDZ.DE - Efficient GmbH)
- 1 senior employee of the department/s concerned
- 2 - 4 experienced employees of the department/s concerned

Within the workshop, ideas for simplification or optimization are collected after the analysis of the current situation (open results).

Summary of the results of the analysis

The results of the workshop are prepared by the moderator and presented to the responsible persons. With the presentation, the possible potential of the already proposed changes is pre-evaluated according to economic and work technical aspects.

Definition of objectives

In the discussion, the work packages to be carried out are agreed upon and a time schedule for implementation is established.

Documentation of results Phase 1

The results of the discussions are introduced in the form of a presentation with the

- content to be implemented,
- the internally responsible employees,
- the dates of implementation, and
- proposed KPI (Key Performance Indicator)

To prepare the introduction of the adopted packages, a break of one to a maximum of 6 weeks should be planned in order to make possible procurements, prepare the jobs concerned, implement decisions.



Phase 2: Launch

Definition of tasks concerned

The process to be optimized is examined for its interfaces within the product development process. Upstream department(s) ("supplier"), Downstream department(s) ("customer"), Supporter.

"Who does what, why, when?" "When do we have organizational downtime?"

In this way changes in the product development process can be defined.

Communicating change

The affected task managers are informed about the planned changes.

Training the changes

When new, previously unknown work contents or processes are introduced, a core team must be instructed respectively trained.

Documenting the changes

Work instructions are created for the new processes and existing instructions are adapted to the new conditions. Thus the new process is described including the responsible persons.

Pilot project starts

Depending on the existing division of labour, the modified process is introduced as a whole or in a selected sub-area.

Document process experiences

On the basis of KPIs created in phase 1, the experiences are documented and selected activities are logged in order to be able to incorporate findings later.

In order to assess the measures, the newly introduced process should be maintained for at least 2 to 8 weeks. Phase 3 will then take place following this introductory period.



Phase 3: Optimization

Interview/workshop with involved parties

After the introductory phase, interviews with the employees concerned take place in order to collect positive and negative feedback and to work out possible additional potential in the new process. Ideally, this is implemented in a workshop in which responsible and experienced employees participate.

Weak point analysis new process

The results of the interviews and the workshop form the basis for examining the new process for weaknesses and potential for improvement

Improve new processes

The result of the analysis is incorporated into the process to get as close as possible to the optimal solution

(in the workshop, the three above-mentioned points can be dealt with in a compact form and with the involvement of the participants in full)

Introduction of changes, retraining

The work instructions created or adapted in phase 2 are changed and trained according to the knowledge gained.

Definition of KPIs with new process

The KPIs are defined once in advance in order to be able to assess the possible optimizations. Adjustments or changes to the KPIs are made in decreasing frequency (weekly, monthly, quarterly).

Depending on the complexity and quantity of the changes and measures introduced, a stabilization of the process for 2 - 8 weeks should take place after this phase in order to obtain data. However, the indicators must be collected during this time to be well prepared for phase 4.



Phase 4: Monitoring and (post-) control

Control of specified KPIs

Are the measures taken producing the expected results?
The defined factors are examined for practical suitability
(if the data can be collected at a reasonable cost, the informative value of the KPIs meets the requirements).

Possible adjustment of KPIs

Adjustments are made depending on the results of the monitoring of the KPIs.

Review Effects

Did the implemented measures lead to an increased or decreased load on the upstream or downstream departments? Was it possible to achieve an improvement in the directly affected department?

Interviews/Workshop

The follow-up can be done through a workshop or interviews. Here, too, the workshop is usually the method of choice, since more direct results can be achieved in an open discussion between all those involved (affected, upstream, downstream departments).

Final Report

A summary report will be drawn up on the measures implemented, the results obtained and possible additional potential.

After the successful introduction of new processes, we certainly do not leave you alone. What you have learned can be multiplied and, if desired, integrated into your management system with our support. We place value on your sustainable success!