

## CUSTOMER CASE STUDIES

Sector	Company	Activities	CI Tools Employed	Results / Deliverables
Admin/ Office / Service	<b>Government - Nuclear Mechanical Engineering Projects</b>	Nuclear Technology, Production and Research – Manipulator Repair Process	VSM – Value Stream mapping, A3 Problem Solving, Teams, Green Stream Service, Standard work	<ul style="list-style-type: none"> <li>• Reduction in WO# processing by 1.7 hours</li> <li>• 75% reduction in delays in service turnaround</li> <li>• Reduction in customer phone complaints / queries from 5 per day to zero per day</li> </ul>
Admin/ Office / Service	<b>MVPM Service - Pest Management</b>	Franchised suppliers, installers and certifiers of Termimesh Termite barriers.	5S, Kaizen, Visual Workplace, Value Stream Mapping, Daily Management, Lean Office and Administration	<ul style="list-style-type: none"> <li>• Invoice same day – improved cash flow</li> <li>• Less time chasing paperwork</li> <li>• Bill 15% more work per day</li> <li>• Reclaim 3 hours a day on inefficient paperwork</li> </ul>
Admin/ Office / Service / Sustainability	<b>An Energy Sustainability Company</b>	Energy Auctions, Bill Checking, Engineering Sustainability Projects	Value Stream Mapping, Kaizen, Problem Solving Tools, , Line Balancing	<ul style="list-style-type: none"> <li>• Reduction of admin wastes by 30%</li> <li>• Increase in value add activity metrics by 30%</li> <li>• Reduction in rework, defects, data errors</li> </ul>
Construction /Project Management	<b>Scott Homes</b>	Budget Residential housing design and Construction and Building Services Over 70 diverse lifestyle designs. Throughput about 15 houses a year, 3 concurrent at any one time.	Lean Construction, Last Planner, Lean Project Management, Visual Workplace, Vendor Management	<ul style="list-style-type: none"> <li>• 30% reduction in time to build a house, as a result of scheduling issues</li> <li>• Build 30% more houses in a year with same resource</li> <li>• Improvement in Vendor delivery performance</li> <li>• Reduction in defects</li> </ul>
Construction /Project Management	<b>Building Group</b>	Custom Residential housing design and construction – high end of the market. Throughput about 30 houses per year, 10 concurrent	Lean Construction, 5S, Visual Workplace, Mistake Proofing , Root Cause Analysis, Daily Management , Last Planner, Vendor Management	<ul style="list-style-type: none"> <li>• Reduction in sub-contractor errors by 70%</li> <li>• Reduction of internal inventory tracking errors by 50%, annual savings of \$20k</li> <li>• Reduction in defects by 70%</li> </ul>
FMCG	<b>Shanghai Baby Powder Manufacturer</b>	Manufacture and Distribution - Baby Formula Food and Products	Quick Changeover, TPM, 5S, Lean Office	<ul style="list-style-type: none"> <li>• Reduction in changeover time for 4 lines from 6 hours to 40 minutes each</li> </ul>
FMCG	<b>Diversey</b>	FMCG Consumer Products. Household cleaning products.	TPM, 5S, Kaizen, Train the Trainer	<ul style="list-style-type: none"> <li>• Operations improvements which resulted in the Company winning a Global Manufacturing Contract</li> </ul>
Healthcare	<b>Health Round Table &amp; Private Dental Surgeries</b>	Consortium of 130 Public Hospitals in Australia and New Zealand	7 Wastes, Kaizen, 5S, current and future state VSM, Work load Balancing, Queuing theory, pull and Kanban, One Piece Flow, Visual Controls, VPM ( Visual Process Management ) and Daily Meetings, Problem Solving, Mistake Proofing, Standard Work	<ul style="list-style-type: none"> <li>• Reduction in LOS ( Length of Stay ) by 40%</li> <li>• Reduction of waiting lists up to 80%</li> <li>• Reduction in medication errors by up to 50%</li> <li>• Free up staff time up to 40%</li> <li>• Reduce administration processing times up to 90%</li> <li>• Reduction in inventory by 20%</li> </ul>
Manufacturing	<b>Industrial Detergent Manufacturer</b>	Manufacture and Distribution Industrial Detergents	Standard work, Takt Time, Line Balancing, Kaizen, 5S, Daily Management	<ul style="list-style-type: none"> <li>• Backlog reduced to Zero</li> <li>• Downtime reduced by 74%</li> <li>• Line Utilization improved by 34%</li> <li>• Overtime reduced by 28%</li> </ul>
Manufacturing	<b>City Welding</b>	Supply, manufacture, fabricate and install customised steel and aluminum ute trays and tray bodies for trucks	TOC – Theory of Constraints, Line Balancing	<ul style="list-style-type: none"> <li>• Lead time reduced from 3 weeks to 3 days, they now also sell to NSW, QLD, VIC and ACT.</li> <li>• The results of these improvements have been a 70% increase in throughput and sales.</li> </ul>

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Manufacturing	Lighting Products Design and Manufacture	Australia's Largest Manufacturer and Distributor of Lighting Products	7 wastes, 5S, Kaizen, TOC, Scheduling, Line Balancing	<ul style="list-style-type: none"> <li>Lead Time Reduction through Manufacturing &gt; 75%</li> <li>Improvement in Delivery of 'Make to Order and 'Design to Order' by &gt; 25%</li> </ul>
Manufacturing	Manufacturer of Emergency lighting	Manufacture, Assembly & Distribution Emergency Power Lighting / Electronic Connectors	7 Wastes, 5S, Visual workplace, Kanban, JIT	<ul style="list-style-type: none"> <li>Lead time for 'make to order' reduced from 6 weeks to 1 week</li> </ul>
Manufacturing	Rondo Building Products	Manufacture & Distribution stud and track, Suspended Ceiling Systems, Partitioning Systems	S&OP, TPM, 7Wastes, Kaizen, 5S	<ul style="list-style-type: none"> <li>On time Delivery improved to 98%</li> <li>Capacity increased by 30%</li> <li>Reduction in absenteeism and LTI</li> </ul>
Process	Iron Foundry	Iron Foundry,	Line Balancing, Standard Work, Kanban, Takt Time	<ul style="list-style-type: none"> <li>\$500k reduction in inventory in first month</li> </ul>
Process	Phoenix Foundry	The largest Australian owned manufacturer of bronze plaques producing more than 22,000 plaques a year, with export markets in Canada and the United Kingdom.	7 Wastes, Kaizen, 5S, Visual Workplace, Daily Management	<ul style="list-style-type: none"> <li>Lead Time lowest ever, about 15% reduction</li> <li>Defect Rate has dropped by over 50%</li> <li>Increase in Capacity more work, with a lot less effort</li> <li>Effected culture change of staff</li> <li>Spread to Office / Admin by 'Osmosis'</li> </ul>
Sales	Country Kitchens	Design, Manufacture and Install Kitchens	Lean Office Teams, 7 Wastes, Kaizen, 5S, Visual Workplace, Daily Management	<ul style="list-style-type: none"> <li>Reduction in Quote Lead time from 3 weeks to 3 days resulting in sales hit rate from quotations increasing from 5% to 50%</li> <li>Lead time for construction reduced by 30%</li> </ul>
Service	Max Engineering	On Site Engineering Services for structural steel and general industry. Structural Steel Fabricators and Manufacturers.	5S, Kaizen and Visual Management.	<ul style="list-style-type: none"> <li>Reduced time for job preparation ( including locating parts and tools for a job ) from 8 hours to 1 hour</li> </ul>
Warehousing / Logistics / Service	Material Handling Equipment Supplier	Manufacture, Service, Distribution of Material Handling Equipment	Kaizen Blitz, 7 wastes, Kaizen, 5S, Visual Workplace, VSM	<ul style="list-style-type: none"> <li>30% improvement in warehouse productivity</li> <li>Reduction in lead time</li> <li>Significant cost reduction for 'Equipment Down'</li> </ul>
Warehousing / Logistics / Service	Reverse Logistics, Service and Repair	Reverse Logistics, Electronic Contract Manufacturer and Service Repair Provider	Kaizen Events, 7 wastes, 5S, Visual Workplace, VSM	<ul style="list-style-type: none"> <li>30% improvement in warehouse productivity</li> </ul>
Warehouse, Logistics / Operations / Service	Thornthwaite	Import, distribute, assemble plumbing fittings and sub-assemblies	Kaizen Blitz, 7 wastes, Kaizen, 5S, Visual Workplace, VSM	<ul style="list-style-type: none"> <li>30% improvement in warehouse operations.</li> <li>50% improvement in assembly operations.</li> <li>Similar improvements in Sales and Finance / Admin operations.</li> </ul>