

# PROCESS IMPROVEMENT

## What is JFAssociates' Process Improvement Approach

"Process improvement" is a way of looking at how we can do our work better. It can be successfully achieved only by considering Six Sigma, Lean, Ergonomics, and Supply chain; as well as their interaction with one another. This is referred to as **Holistic Process Improvement (HPI)**. Holism is the idea that all the properties of a given system (physical, biological, chemical, social, economic, mental, linguistic, etc.) cannot be determined or explained by its component parts alone. Instead, the system as a whole determines in an important way how the parts behave. Synonymously, HPI can only be successfully implemented through a multi-faceted approach utilizing all of the above methods and engineering principals to properly determine the properties and interactions within the process or system.

## Hospitality

Project: Improve Hotel operations focusing on Banquets, Food & Beverage Services, and Housekeeping Services

### Results:

- \$500,000.00 in savings on workers compensation/injury costs
- Customer Survey scores (e.g., room cleanliness) increased by 5%
- Increased worker moral
- Improved worker efficiency and ensured room cleanliness & quality through standardization
- Improved and met target room-turn times
- Developed standardized bed making procedure that:
  - Maintained the clients preferred "standard look"
  - Decreased duvet making time by 32%,
  - Reduced awkward shoulder postures by 72%,
  - Reduced awkward back postures by 45%.
- Reduced Push and Pull forces for Banquet server carts by as much as 51% and 61% respectively

## Health Care

Project: Reduce patient wait time

### Results:

- Reduced patient waiting times by 25% in three months without additional staff or equipment
- Standardized processes and equipment to improve OR efficiency
- Reduced labor cost per test by 18%
- Staff survey after implementing recommendations indicated an increase in accessibility and ease of use for the following items: supplies by 28%, equipment by 31%, and the workplace overall by 69%
- Improved Turn Around Time (TAT) by using our Holistic Process Improvement approach



## Warehousing

Project: Improve warehouse operations

### Results:

- Eliminated non-value added walking and duplicate tasks at vari-

ous stages

- Standardized warehousing processes
- Reduced labor costs by 20%

## JFAssociates Achievements

- Identified non-value added procedure that resulted in savings in excess of \$75,000 per year for a food processing company
- Improved efficiency of retail store associates by 15 percent and provided management with alternative recommendations to minimize labor costs
- Assisted management in developing new procedures thereby minimizing risks and future labor related liabilities resulting in annual savings in excess of \$200,000
- Applied 5S and ergonomics to increase efficiency of banquet servers and increase safety of working environment.

## JFAssociates' consultants provide PI expertise

The Industrial Engineers at JFAssociates, Inc. have vast experience in designing, developing, and implementing the gamut of tools available for achieving process improvement in a broad range of industry and government agencies.

We talk to our clients to understand their needs and we identify the underlying problems within their process. We incorporate current and future state analysis, data collection and analysis into our methods and take a DMAIC/Lean/Ergo approach to implement holistic process improvement solutions.

## Industry Experience

- Aerospace
- Automobile
- Call centers
- Electronic manufacturing
- Entertainment
- Financial institutions
- Food processing
- Foundries
- Healthcare
- Parcel and Post
- Pharmaceutical
- Plastics manufacturing
- Retail
- Security
- Small and large assembly
- Warehouse

## JFAssociates Capabilities

- On-Site data collection
- Data analysis
- Risk mitigation
- Customized reporting for settlement, arbitrations, mediations, and trials
- Case life cycle support
- Litigation presentation support
- Expert witness testimony
- Professional consultation

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