



The Center for Excellence in Operations, Inc.

15 Constitution Drive, Suite 128
Bedford, New Hampshire 03110
(603) 471-0300

Rapid Deployment Improvement™



Background

In today's turbulent economy many organizations find themselves in a Catch 22. Budgets for business improvement activities have been cut, particularly for the use of outside resources. However, the need to improve most businesses is higher than ever before, and many organizations do not have the skills and capabilities internally to improve fast enough to make a difference in this economy. Many who claim to be using Lean and Six Sigma have literally stalled out in terms of real bottom-line benefits.

Rapid Deployment Improvement™ (RDI™)

Rapid Deployment Improvement is CEO's offering to clients interested in quick payback improvement. Collectively we structure an improvement effort(s) and strive for rapid benefits in a 60-90 day time-frame, Rapid Deployment Improvement is a "roll-up-the-sleeves, just-do-it" effort. This new offering uses the Define-Measure-Analyze-Improve-Control (DMAIC) process and the tools of Kaizen, Lean, and Six Sigma. However, CEO has excluded the activities of Lean/Six Sigma certification in our typical, larger scale Business Excellence deployments. RDI™'s can be performed within a client's business, in collaboration with a supplier, or in a group of companies who share costs and knowledge. CEO's objective is to achieve a positive and significant ROI within 60-90 days.

How RDI™ Works

During the first few days CEO conducts focused interviews and an expedited walk-thru of your operations. During this time we also review available financial data and other performance reports. At the conclusion of this step we meet with your executive team to review company-wide improvement opportunities and down-select one to three strategically important projects. Below is a description of the remaining RDI tasks:

- **DEFINE** – Agree on projects, problem statements, objectives and scope, improvement goals, savings targets and timelines, and select the executive sponsor and process owner;
- **MEASURE** – Establish baseline performance, select and organize the internal team(s), deliver focused education on DMAIC & RDI, develop the project Gantt chart, conduct initial fact finding and analysis, and redefine/rescope the project as necessary;
- **ANALYZE** – Conduct detailed analysis of the process and root causes of performance issues, defects, waste, cycle time, cost, and other critical factors;
- **IMPROVE** – Develop recommendations for improvement and an implementation plan, establish education, new procedural needs, address any barriers to success, and begin implementing improvements;
- **CONTROL** – Continue implementing improvements, monitor performance to ensure that the changes are actually improving the process, put the necessary metrics and controls in place to sustain improvements, hand responsibilities over to the process owner, and dismantle the team (and re-engage resources on the next improvement opportunities).



The Center for Excellence in Operations, Inc.

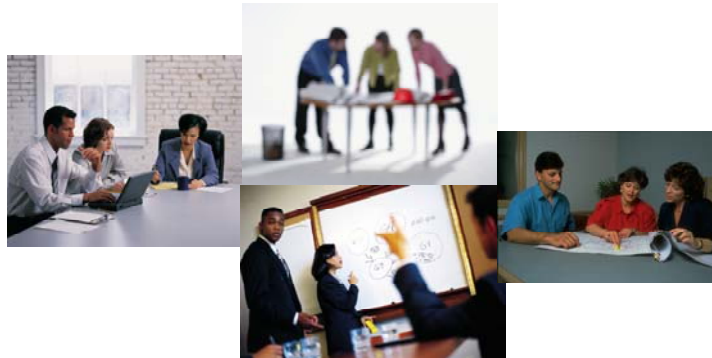
15 Constitution Drive, Suite 128
Bedford, New Hampshire 03110
(603) 471-0300

During these RDTMI projects, we recommend a short weekly review meeting with the executive team and the team leaders. This keeps the visibility and expectations at a peak level. Team leaders are encouraged to interact with their executive sponsors and process owners as questions, clarification, and barriers arise. CEO provides the technical expertise on Kaizen, Lean, Six Sigma, project management and mentoring. CEO also has extensive experiences in a variety of operations and industry environments, and deep knowledge of key business processes and typical performance issues. In most cases we see the same or similar issues from client to client, and can leverage our experiences to your organization and teams with rapid, repeatable successes.

RDTMI Summary

RDTMI is a proven methodology for gaining quick benefits from your improvement efforts. Unlike the pure Kaizen approach, RDTMI focuses on a select few of the highest impact opportunities, whether they are Kaizen, Lean, or Six Sigma-type projects. CEO provided the leadership, technical skills, and business expertise to implement these improvements as soon as possible.

There is no room for complacency or waiting for things to change in today's turbulent economy. Many organizations have much more control over their specific business challenges than they think. It's time for all organizations to rethink how they have been managing themselves through this turbulent economy, and reset their strategies for their own prosperity and success. Organizations must get back on the improvement track and learn how to change faster than our economy, our markets, our customers, and our competitors. Enhancing value during a down cycle provides warp speed on the back side once the economy begins to accelerate. Great companies are placing a high priority on business improvement and business excellence in light of the economic meltdown. These organizations will emerge from this turbulent economy as the new leaders in their markets.



We encourage your Associates to assemble as much readily available information about the company prior to our initial visit (i.e., information that will help CEO "come up to speed" about the organization, its business challenges, current conditions, and gaps between current and desired performance). We are often provided with sales/product literature, company overview and capabilities presentations for perspective customers, financial and operating reports, results from internal operations reviews, and other documents that are readily available. There is no need for extensive preparation by your organization prior to CEO's visit.

Non Disclosure Policy

CEO will be happy to sign a non-disclosure prior to our assignment. We will also return any documents that we collected during our assignment if requested to do so. You should also be aware of CEO's policy of working with our client's competitors which is very unique in our industry: *If we work with your organization, we will not engage in any future consulting activities with your competitors for a period of five years.*