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LEAN Office: Transforming Business Efficiency and Productivity through LEAN Practices

Core Competencies

- Strategy Development and Execution
- Financial Analysis and Alignment
- Funding/Capitalization Strategies
- Supply Chain Optimization
- Lean Process Design and Implementation
- Process Improvement
- Systems Design and Implementation
- Procurement and Bid Process Support
- Organizational and Human Systems

Industries

- Automotive, Aerospace and Transportation
- Chemicals, Polymers and Allied Industries
- Energy and Environment
- Engineering, Procurement and Construction
- Financial and Legal Services
- Food, Beverage, Consumer Products and Retail
- Government
- General Manufacturing, Distribution and Logistics
- Microelectronics and Information Technology
- Pharmaceutical, Medical Device and Equipment
- Printing, Publishing and Broadcast Media
- Training and eLearning

Today's highly competitive environment and the growing fiscal demands placed on organizations, both public and private, require an unparalleled focus on efficiency and productivity. Applying LEAN practices to office operations can successfully reduce costs, increase productivity/throughput, enhance worker engagement and satisfaction, drive bottom-line results, increase asset/resource utilization, and create sustainable competitive advantage.

Each of Criterion's practitioners has at least 25 years of experience delivering real results across a broad spectrum of core competencies and industries. We are operators, not career consultants. And we have a solid reputation for helping drive bottom-line growth. We have a proven track record of successfully applying LEAN practices in manufacturing and non-manufacturing environments, including office operations, servicing, distribution, project management, procurement and construction.

The implementation of LEAN office practices has successfully transformed both front-office and back-office performance in many sectors, including:

- Government services and regulatory agencies
- Sales and service organizations
- Manufacturing
- Distribution
- Process industries
- Healthcare
- Retail
- Education

A LEAN office:

- Increases flexibility and responsiveness
- Improves efficiency
- Reduces costs
- Reduces waste
- Reduces lead time
- Reduces errors and unnecessary processing
- Improves utilization of talent
- Reduces transactions
- Simplifies processes and intelligently leverages technology
- Reduces inventory
- Retains knowledge within the organization

These office improvements result in significant benefits to all stakeholders, including:

- Increased customer and stakeholder satisfaction
- Increased revenues
- Greater productivity
- Faster turnaround and speed-to-market
- Greater throughput
- Improved fiscal performance and asset utilization
- Improved bottom-line performance
- Improved employee engagement, satisfaction and morale

Criterion follows a proven, ten-step process, which includes:

- Opportunity identification
- Establishment of performance goals and critical success factors
- Engagement of the entire office team in training and implementation workshops, with a heavy emphasis on culture change
- Assessment of current practices and procedures and development of a Current State Value Stream Map (information, material/paper and resource flows)
- Identification of all forms of waste (time, activities and resources)
- Development of a Future State Value Stream Map
- Use of the Future State Value Stream Map to guide the creation of waste-free processes, information flows and office layout
- Development of a comprehensive implementation plan, with clearly defined objectives, roles, responsibilities, accountabilities and incentives
- Full execution of the plan
- Establishment of a mechanism for, and a culture supporting, continuous improvement

LEAN is, at its core, a transformative way of thinking and seeing, NOT a set of tools to be implemented by outside parties.

That's why we work diligently to give you the mindset, perspective, skills, tools and resources to transform your own organization and to continue to improve performance long into the future.

Criterion can help you transform your office and administrative operations to deliver real, sustainable benefits to all stakeholders. Call on us when you need a highly experienced team of experts you can rely on to deliver real results, not just talk. Your success is our only criterion.