



# Process improvement

Streamlining for success

experience expertise

# Streamlining processes and information flows

Creating transparency and overview

## Challenge

If you are struggling to manage your organization's processes and information flows, if the delivery of your services or products is draining valuable time and resources, if the quality of your deliverables is consistently disappointing, leading to lower success rates, and if you are grappling with recurring losses in terms of cost, capacity, or quality, then we have the solution for you.

## Action & outcome

Value stream mapping

FMEA (Failure mode and effects analysis)

Root cause analysis - 5 Why's, Ishikawa

Inefficiencies can hinder your organization's progress

# Streamlining processes and information flows

## Value stream mapping

- Outline and present the complete workflow for delivering value, encompassing all essential steps from beginning to end.
- Utilize visual representations to depict the tasks being worked on by the team and offer concise status reports for each assignment.
- Identify both value-added and non-value-added steps within the process and implement measures to minimize waste effectively.
- Aid the Leadership team in maintaining focus on value-add activities while eliminating unnecessary or wasteful elements.



## FMEA (Failure mode and effects analysis)

- Identify potential failures and assess their impact/effects on the customer.
- Assign corrective actions aimed at minimizing negative impacts and addressing identified failures.



## Root cause analysis - 5 Why's, Ishikawa

- All organisations will encounter issues or problems, the secret to resolving these issues is to understand the Root Cause and then plan to solve it.
- Conduct a thorough investigation into the root cause of the problem.
- Gain a comprehensive understanding of the actual events and circumstances surrounding the issue.



# Cases

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## Case for a **multinational financial and business solutions provider**

### The problem

Organization needed to identify weak steps within their processes leading to complaints and customer dis-satisfaction

### The ask

emagine were asked to deliver the following

- In-depth examination of existing processes and advise on improvement recommendations
- Closer look into potential failures

### The solution

- A process review workshop has been performed, where a Value Stream Map was conducted to outline the potential waste steps.
  - FMEA of every process step – to identify failure and their impact to the customer. Assignment of corrective actions.
  - Deeper dig using 5 Why's for uncovering why the problems appeared and remained unseen.
  - The combination of these LEAN practices have led to a delivery of a re-organized and re-structured flow for all reviewed organizational processes
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## Case for a **global leader in convenient foods and beverages**

### The problem

Organization was looking for review and waste identification within a laboratory testing division


### The ask

Aspira were asked to deliver the following

- Visualize from start to end the laboratory testing processes and identification of non-value add items, so Aspira could provide best practice solutions for process optimization

### The solution

A Value stream Map workshop was completed with the customers working team. All activities were visualized with a focus on information, process and time flow. Value add and Non-Value add steps were outlined, respective corrective actions were assigned in order to eliminate waste and improve duration.



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# Process – How we work

1

## Review of input documents and problem assessment

Review all relevant data to the specific assignment- organizational charts, process documents, working instructions, planning, etc

2

## Scope definition

Establishing of working team and statement of work

3

## Workshops

We facilitate workshops focusing on the three main exercises.

Value stream mapping

FMEA

Root cause analysis

4

## Findings, analysis and actions

Compile all findings and deliverables into a comprehensive report and outline the action plan for improvements







# Want to know more?

Get in touch

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