



Productivity Improvement

Make your business more efficient, more competitive and more profitable

Lean Thinking is a structured approach to business improvement looking at the end-to-end processes to identify and eliminate anything that does not add value to products or services.

Addressing non-value-adding areas within your business typically results in a productivity improvement of at least 25-30%. This approach has helped both local and global companies to become more efficient, competitive and profitable, so it's worth taking a look at how to make your business leaner.

25%

— 30%

The Productivity Improvement Team

Engage with Invest NI to access expertise and training in relation to Lean Thinking and Supply Chain Management.



What we do

The function of the Productivity Improvement Team within Invest NI is to help increase the productivity and profitability of businesses throughout Northern Ireland.

The Team has engaged with companies across all sectors in the local economy in over 100 projects and helped these businesses increase their gross value added by £20 million.

We help you identify process improvement opportunities within your business and promote the benefits of eliminating inefficiencies.

We can co-ordinate Lean and Supply Chain Improvement projects.

We can help embed a culture of continuous improvement and capability within your business.

We offer training courses, specialist advice and mentoring and run workshops and networking events about how to get the most out of available resources.

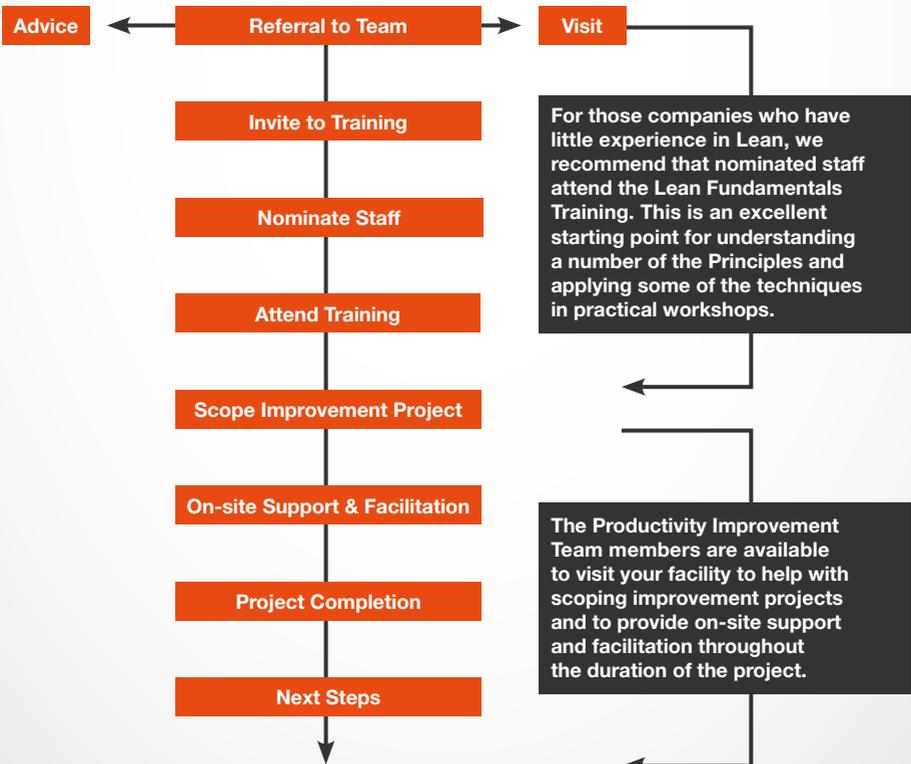
The Team deliver tailored support designed to assist businesses to introduce Lean Thinking and effective Supply Chain Management in order to improve operational productivity.



How we work

The diagram below illustrates how we assist businesses from referral/enquiry to completed project.

We are experienced Lean and Six Sigma Practitioners offering advice, on-site project scoping, project management, support and facilitation. We can also deliver appropriate training courses which can either be generic or bespoke depending on the company needs.



Who we are

All team members have a wealth of industrial experience and expertise in a diverse range of manufacturing and service businesses.

We regularly assist businesses to introduce new concepts, tools and techniques that can effectively and efficiently improve many areas of business. These include mapping value streams, flow, workplace organisation, total productive maintenance, visual management, services and the identification and removal of non-value-adding process steps.

The team is part of Invest NI's Skills and Strategy division.



Customer Feedback

What they said:

“The bespoke nature of support was very effective in meeting our company’s needs.”

“Our business has demonstrated a cultural shift towards continuous improvement.”

“Competitiveness and sustainability has increased.”

“One to one mentoring was extremely valuable.”



Experience the benefits of our Productivity Improvement Training

The team provide these training courses.



After the training you will have the opportunity to receive coaching/mentoring support from the Productivity Improvement Team to address specific improvement projects within your business.

Lean Fundamentals

This two day course is designed to provide training and practical insights on Lean Tools and Techniques.

Using work based simulation, the course will provide an understanding of the application of the tools within both a manufacturing and service environment. The aim is to give sufficient knowledge to apply the learning in your workplace.

Typical modules on the course are:

- An overview of Lean and Systems based thinking
- Process Mapping – graphical representation of the business showing key processes and information flow within the business
- Change Management – understanding and coping with change
- Waste Identification - introduction of the eight wastes and non-value-adding operations
- Constraints Management – looks at the overall business model and highlights the importance of identifying and managing the constraint operation
- Visual Management – looks at 5S and visual controls
- Standard Work – understanding the importance of having standard and balanced operations



Lean for Services

This one day course is designed to provide training and practical insights on how to apply Lean Tools and Techniques within a service operation.

The aim is to give sufficient knowledge to apply the learning in your business. The training is supplemented by using practical work based simulations.

Modules included are:

- Why a lean service approach is important to improving the success of your company
- Simple steps that you can take to improve productivity and reduce waste
- The concept of service wastes and non-value-adding operations
- Process Mapping
- The concept of value and failure demand and how to differentiate between them
- Where and when traditional lean tools and techniques can work in service businesses



Supply Chain Management Fundamentals

This one day course is designed to provide you with practical insights on how to manage and work with your suppliers more effectively.

At this training you will:

- Gain an understanding of why the Supply Chain is critical to the success of your company
- Learn how to monitor and improve the performance of your current suppliers
- Understand why you should view suppliers and customers as partners
- Identify areas in your Supply Chain processes that will enhance performance and save costs and learn techniques to improve the competitiveness of your Supply Chain processes
- Learn how to select the best suppliers and ensure risk to your business is minimised
- Understand why the role of Supply Chain management is crucial to the financial health of your business
- Learn tips for negotiating the best deals

After the training you will have the opportunity to receive coaching/mentoring support from the Invest NI Supply Chain Team to assist with addressing specific Supply Chain issues within your business. The course is aimed at anyone with responsibilities relating to procurement and the management of suppliers.



Total Productive Maintenance (TPM)

This one day course gives an introduction to the concepts and methods that lie behind TPM.

Using tried and tested methods, you will learn that TPM is more than a maintenance technique and understand how it can become an organisation-wide improvement methodology.

Course modules for delegates include:

- Gaining an understanding of TPM and the different maintenance approaches
- Learning how to track the performance of your machines using Overall Equipment Efficiency (OEE) measures
- Identifying areas of improvement using the 'Six Losses' and data analysis with the Plan-Do-Check-Act model
- Understanding the importance of analysing failure modes
- Gaining the knowledge to identify and establish daily checks and preventative maintenance strategies



Single Minute Exchange of Dies (SMED)

SMED is a system for dramatically reducing the time it takes to complete equipment changeovers.

Using a work based simulation this half day workshop will give you an introduction to the concepts and methods that lie behind SMED.

Typical modules include:

- Hands on experience by analysing a simulated changeover
- Learning how to identify and reassign potential 'external' elements
- Understanding the importance of documenting the changeover process



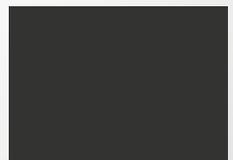
8 Step Practical Problem Solving

This two day workshop starts with ‘problem identification’ and covers the tools that support and drive problem solving.

During the event you will gain an understanding of the 8 steps and supporting root cause analysis tools including the A3 template. Delegates will work through case studies and an actual work based problem. Prior to attending this course each delegate is expected to identify a suitable work problem with the assistance of their Lean Executive and complete a draft A3 report up to step 3.

Time is allocated on day two to actively work on the respective work based problems. Following the completion of the course it is expected that you will have the knowledge to progress a solution for the problem to closure. The Productivity Improvement Team will be available to provide on-going support to successfully complete the A3.

This course is aimed at company staff members who have responsibility for continuous improvement and is a logical follow-on for people who have attended the Invest NI Lean Fundamentals Training.



Benchmarking Best Practice Events

These events are held approximately 3-4 times per year. They deal with a specific topic or issue and include a presentation delivered by an industry expert.

The duration of these events range from a breakfast meeting, half day to a full day and typically include a Q&A session and networking opportunities with other attendees.

Some examples of topics covered include:

- Beyond Operational Excellence
- Mastering Lean Product Development
- Hoshin Kanri – Policy Deployment
- Coaching as an enabler for Continuous Improvement
- The people side of Lean
- Best Practice visits have also been organised (subject to demand and host availability)



Key Facts

By making changes and improvements across its supply chain a large manufacturing company achieved direct customer savings of over £1 million, a 33% increase in delivery performance and savings of £500k from a new parts kitting service.

A service organisation increased profits by 21% by removing significant waste from its processes. This was achieved by improving involvement and communication across the staff and introducing a culture of continuous improvement.

By working with the staff at a manufacturing plant the changeover time on a machine was reduced by 60%. This produced significant savings and helped the company to increase capacity and standardise key processes. This changeover success is being cascaded to other machines resulting in further increased capacity.



Who is eligible?

Support is available to all Invest NI customers regardless of size or sector.

General advice and some information sharing workshops are available to the wider business community.

The training courses are ideally suited for anyone with responsibility for driving improvements in their business.

If you would like further information or want to attend any of these courses please email gavin.gilmore@investni.com



If you require this leaflet in an alternative format (including Braille, audio disk, large print or in minority languages to meet the needs of those whose first language is not English) then please contact:

Invest NI Equality Team

T : 028 9069 8273

Text Relay Number : 18001 028 9069 8273

E-mail : equality@investni.com



Bedford Square
Bedford Street
Belfast BT2 7ES

T: 028 9069 8000

F: 028 9043 6536

Text Relay Number: 18001 028 9069 8000
investni.com