

Distinct^o

USING LEAN SIX SIGMA TO MAKE YOUR BUSINESS MORE EFFICIENT AND EFFECTIVE

What is Lean Six Sigma?

Lean Six Sigma is a comprehensive and highly effective business improvement methodology and toolkit for delivering sustainable cost reductions in a systematic and highly transparent way. It is a globally recognised best practice system and is the chosen way of doing business for many successful companies across manufacturing and service industries.

Lean Six Sigma combines the best practice of Lean, which focuses on improving the flow of operational processes to reduce service delivery times and Six Sigma, which minimises operational risk and delivers consistently high quality services in a cost effective manner. Combined, they remove the causes of delays and waste associated with process activity, and address the root causes of defects and errors. Lean Six Sigma delivers measurable improvements in the effectiveness and efficiency of service operations on a project by project basis. Focused improvement projects can typically take between two to three months and achieve cost to serve reductions in the region of 20 to 30%.

Distinct is the largest dedicated Lean Six Sigma for Service consultancy in Ireland and we have a proven track record of helping clients deliver sustainable process improvements and achieve a transformation in their service organisations. Our Lean Six Sigma Black Belts and Green Belts have deep skills and broad experience in successfully applying Lean Six Sigma in Service Organisations to deliver tangible business benefit through understanding the needs of the customer, improving processes and team performance to achieve a step change in performance. Our Lean Six Sigma experts will support you to:

- o Identify and address the root cause of inefficiencies by improving the quality and speed of service delivery activity, whilst reducing the waste and errors associated with poor performance
- o Implement improvements to existing configurations of people, process and technology to reduce complexity and better align costs with value adding activities, providing a more transparent basis for determination of staffing levels
- o Instil a customer focus across the organisation through better understanding of customer needs
- o Improve process management and Continuous Improvement Capability using Lean Six Sigma and driven by an ongoing pursuit of Operational Excellence
- o Integrate performance and control measures supporting decisions that drive performance and continuous improvement focus at all levels in the organisation

We have delivered tangible and sustained improvement across Insurance, Banking, Telecoms and Public Sector.

Achieve a Step Change in Effectiveness & Efficiency

At Distinct, we combine Lean and Six Sigma under a powerful framework to reinforce the benefits of both approaches and ensure the most appropriate tools are utilised to solve our clients' business challenges. We have deep experience in deploying Lean Six Sigma in different service environments to deliver measurable business improvement that:

- o Achieve sustainable reductions in service costs and increases in productivity by eliminating waste and aligning resources with value creating activity.
- o Improve customer satisfaction and enhance the customer experience through significant reductions in service times and the delivery of consistent service performance.
- o Use performance measures as a communication mechanism to align the organisation, support data driven decision making and drive improvements in service performance through organisational learning.
- o Improve team working and employee empowerment by developing a customer centric culture enabled by the tools and techniques for problem identification and resolution.

Delivering Competitive Advantage through Improvement & Innovation

Lean Six Sigma is a vital strategic tool to deliver competitive advantage for your business. The focus on the customer and the elimination of variation and waste are critical to boosting customer sales, retention and loyalty, as well as operational efficiency.

The core Lean Six Sigma framework is built around the DMAIC (Define, Measure, Analyse, Improve, Control) methodology. At Distinct, we work through the DMAIC phases with you to ensure improvements and innovations are appropriate to your business and your customers, and that they are properly embedded into your corporate culture.

Accessing the value

When any improvement is activated, it can only be effective if the management and employees embrace the new way of working. Distinct prides itself on strong people engagement and empowerment that increases capability and ownership at all levels in the organisation. To help manage the change and encourage staff buy-in, we train key resources and employ a robust Journey Management process to underpin the new advances.

Building Lean Six Sigma Expertise

At Distinct, we provide training and support for building Lean Six Sigma expertise in client organisations with a combination of online learning solutions, classroom based training and project based coaching and certification. The Distinct Lean Six Sigma training and certification is led by Black Belts with many years experience of delivering successful projects.

For more information on Distinct and our Lean Six Sigma services, please contact paul.cassidy@distinct.ie

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