Other Excellence Services

A. HR PROCESS MAPPING

The reason behind using process mapping is to apply visual aid for picturing work processes which show how inputs, outputs and tasks are linked. It helps to understand, identify the process currently being used and verify whether there is a gap between what and how tasks should be done as to what and how tasks are actually being done. Thus, allowing you to take the next step as to realize what should be done to provide better services and focus on improving business operations to maximize customer satisfaction with minimal use of resources.

Through the process mapping we will identify what best practices organizations need to incorporate and find appropriate benchmarks for measuring how they can arrive at better ways of communicating these services and completing the required tasks in a consistent and effective manner.

Following areas will be addressed in the HR Process mapping:

Identifying Core process in relation to organizations goals.
Identifying Process owners.
Documentation and design of identified processes.
Drawing the process flow chart.
Checking for completeness and process goals.
Finalizing the process and documentation.

B. Production & Productivity Enhancement

Productivity is the key to success and growth in each and every sector. Higher productivity benefits the manufacturing units to improve their profitability which ushers national prosperity.

Success Options provide synthesis of reliable automation, effective resource utilization, asset management and profound techniques of manufacturing processes to boost productivity.

Production improvements enhance market share, profit margin & customer satisfaction.
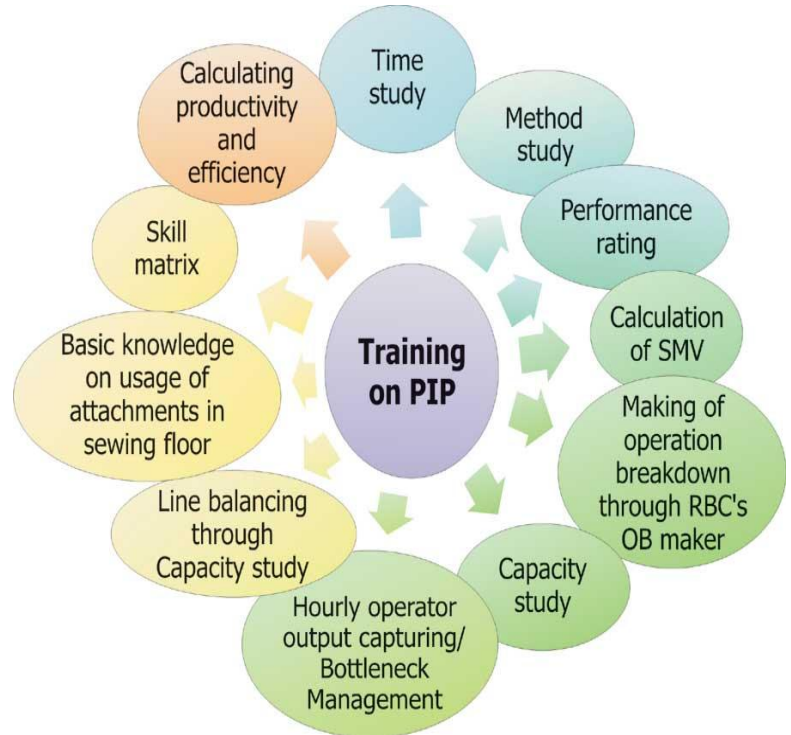
C. PERFORMANCE EVALUATION

Annual performance reviews are a key component of employee development. The performance review is intended to be a fair and balanced assessment of an employee's performance. Performance Review specifies that the objective of the annual review is to provide all regular University staff and their supervisors an opportunity to:

Discuss job performance.
Set goals for professional development.
Establish objectives for contributing to the department's mission.
Discuss expectations and accomplishments.

D. ORGANIZATIONAL POLICIES FORMATION

This section gives practical information to organizations on how to develop Organizational policies and procedures. we can assist you to develop policies and update existing policies. We will give you our expert service for defining organizational Policies and Procedures which covers main three points:

Why policies are important.
Defining policies and procedures.
Steps in developing policies.

E. QUALITY AUDITS

Quality audit is a process of examination and verification of procedures, records, and activities of a quality system that is carried out by an audit team or an internal or external quality auditor. Quality audit is considered an integral part of the quality management system and is considered as a critical component in the ISO quality system standard ISO 9001

Meaning:
Quality audit is described as a documented examination that is independently conducted at periodic intervals. Any failure in proper implementation can be published publicly and result in the dismissal of quality certification.

Types of Audit:

Internal quality system audit – As the name suggests, an internal quality system audit is a tool to measure quality. It evaluates EQMS or Electronic Quality Management System in an organization to ensure maximum outcomes and highest efficiency levels. The software manual in this quality audit type is audited so that all the key employees can access the document and the work instructions are audited so that quality processes can meet set targets.

Production Team Audit – In a production team audit, the quality auditors have to evaluate past activity for escapes, evidence of training and changes to processes. An organization carries out a production team audit when it needs re-qualifications related to skill management. It is also conducted when a Certified Operator program or Operator Acceptance programs are in place.

Supplier Audit – This type of quality audit helps an organisation to join forces with its suppliers directly in real-time. When you conduct a quality audit in the supply chain, it becomes easier to establish accountability if there is a chance of poor performance. The company can control the quality of the suppliers and even the sub-tier suppliers by implementing supplier audits in its system. There is a higher level of transparency because of quality audit, and this encourages the identification

of the areas that needs improvement via KPIs or Key Performance Indicators. The supplier audit can easily view purchase order activities like receipts to take the necessary corrective actions.

Safety Audits- Safety policies in an organization are a necessity because it can prevent accidents from happening. If someone is injured, it can mean loss of life or any other serious issue that can be damaging to the company. A successful safety policy improves the overall well-being of an employee. Safety audits are aimed at protecting the safety of the employees in an organization by viewing the plans and designs. It also examines organizational procedures and reviews equipment operation to ensure routine safety in the company.

Environmental Audit – The environmental audit helps to create a safe environment by identifying workplace risks. It also ensures that all the employees are using personal protective equipment and taking the necessary measures in the workplace

Facilities Audit – A facilities audit reviews building systems, technology, and manufacturing equipment to ensure safety. It also helps to identify the improvements that can encourage quality outcomes

Risk Assessment Audit – As the name suggests risk assessment audit helps to create and implement an effective strategy for risk mitigation. It prioritizes preventive measures and makes sure that they are implemented as per the need of the hour

Regulatory Audit – This type of audits helps to verify compliance with set standards and regulations. It reviews the data collection method and quality practices to identify the areas of non-conformance.

Design Control Audit – The design control audit helps to review the design plan, output, and input for proper acceptance. It ensures the recognition of formalized processes in the workplace so that it can meet acceptable safety and quality standards and perform risk analysis.

Method Validation Audit – The method validation audit ensures standardization of analytical test methods that are used during the manufacturing process for accuracy and consistency in case of products

F. <u>VALUE ENGINEERING</u>

What is Value Engineering?
Value engineering refers to the systematic method of improving the value of a product that a project produces. It is used to analyze a service, system, or product to determine the best way to manage the important functions while reducing the cost.

Value engineering encourages using alternative methods and materials that are less expensive and do not lower the functionality of the system, service, or product.
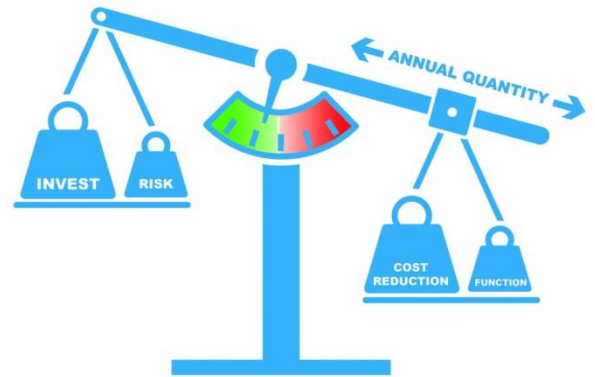
Summary

- Value engineering refers to a systematic approach to improve the value of a project at the lowest cost.
- Valuation engineering involves using substitute materials and methods that are less expensive while preserving the functionality of the product.
- The concept of value engineering began in the 1940s at General Electric.

Understanding Value Engineering

Value is calculated as a ratio of function to cost. A business can add value to a product by either cutting down on cost or improving the function. Most companies use value engineering as a cost-cutting strategy, where the basic function of a product is preserved – not sacrificed – in the process of pursuing value improvement.

From a <u>marketing perspective</u>, value engineering is used to design a product so that it lasts for a specific duration before it becomes obsolete. Usually, when a product is expected to be stylistically or practically obsolete within a specific duration of time, the manufacturer uses value engineering to save on costs without taking away the intended purpose.

While the product can be designed using high-quality components, value engineering allows manufacturers to use alternative low-cost components to avoid imposing unnecessary costs to the production process, which will ultimately be passed on to the consumer.

The manufacturer uses cheaper components that meet the product lifetime duration while preserving the basic purpose of the product.

History of Value Engineering

The concept of value engineering started in the 1940s at <u>General Electric Co</u>. This was during the Second World War when there was a shortage of raw materials, component parts, and skilled labor. The engineers at General Electric had to find alternative components and raw materials to ensure the continuity of the production process.

Therefore, Lawrence Miles, Harry Erlicher, Jerry Leftow, and other engineers sourced for acceptable substitutes that would reduce the production costs without compromising the functionality of the products.

What started as an accident turned into a systematic process that not only reduced the <u>cost of production</u> but also provided better final products or better performance. The engineers named this technique "value analysis."

Steps in Value Engineering

Value engineering can be broken down into the following phases:

1. Information

The information phase involves gathering project information and refining the goals of the project. Data is collected and analyzed, and the information obtained is used to finalize the priorities of the project and areas of improvement.

The potential issues are broken down into constituent components, which are elements to be addressed. This phase also involves identifying the methods that the team will use to evaluate the progress of the project.

2. Function Analysis

The function analysis phase involves determining the functions of the project and identifying them with a verb/noun combination for every element under evaluation. The function is defined as the set targets to be attained through the execution of an element or a set of elements.

Each of the identified functions is analyzed to determine if there are improvements to be made and if a new function is required. An example of a function can be "disinfect water."

The function should be as non-specific as possible, to leave room for multiple options that perform the function presented by the project. A cost is assigned to each identified function.

3. Creative

The creative phase follows the function analysis phase, and it involves exploring the various ways to perform the function(s) identified in the function analysis phase. This allows team members to brainstorm alternatives to existing systems or methods that are in use.

Brainstorming forces people to be creative and allows team members to speculate on all possible solutions to the problems presented, or alternatives to the function. The team is required to develop a list of potential solutions to the function formulated by the verb/noun combination.

4. Evaluation

In the evaluation phase, the merits and demerits of each of the suggested solutions and alternatives from the creative phase are listed. The team should describe each advantage and disadvantage in general terms.

When the disadvantages exceed the advantages, the alternative is dropped in favor of other solid alternatives. The team performs a weighted matrix analysis to group and rank the alternatives, and the best alternatives are selected for consideration in the next phase.

5. Development

The development phase involves conducting an in-depth analysis of each best alternative to determine how it can be implemented and the cost involved. The examination of each alternative may involve creating sketches, cost estimates, and other <u>technical analysis</u>.

Team members formulate an implementation plan for the project, which describes the process to be followed in implementing the final recommendations.

6. Presentation

The <u>presentation phase</u> is where the team meets with the management and other stakeholders to present their final report. The team is required to present their findings to the decision-makers using reports, flow charts, and other presentation materials to convince them that the final ideas from the development phase should be implemented.

The ideas should be described in detail, including associated costs, benefits, and potential challenges. The final report acts as a record of the team's accomplishments during the study and a summary of the team's deliberations and findings. It can also act as a reference tool for the company in future projects.

7. Implementation

Implementation of the project begins after the management's approval of the team recommendations. If there are changes requested by the management or other decision-makers, these changes should be incorporated into the implementation plan before the implementation begins.

When implementing the project, the team should ensure that the primary goal of increasing value is achieved. The actual cost savings of the project should be determined based on the implementation of the recommendations.

G. BENCHMARKING

What is Benchmarking?
Benchmarking is a process of measuring the performance of a company's products, services, or processes against those of another business considered to be the best in the industry, aka "best in class." The point of benchmarking is to identify internal opportunities for improvement. By studying companies with superior performance, breaking down what makes such superior performance possible, and then comparing those processes to how your business operates, you can implement changes that will yield significant improvements.

That might mean tweaking a product's features to more closely match a competitor's offering, or changing the scope of services you offer, or installing a new customer relationship management (CRM) system to enable more personalized communications with customers.

There are two basic kinds of improvement opportunities: continuous and dramatic. Continuous improvement is incremental, involving only small adjustments to reap sizeable advances. Dramatic improvement can only come about through reengineering the whole internal work process.

Step-by-Step Benchmarking

Benchmarking is a simple, but detailed, five-step process:

- Choose a product, service, or internal department to benchmark
- Determine which best-in-class companies you should benchmark against – which organizations you'll compare your business to
- Gather information on their internal performance, or metrics
- Compare the data from both organizations to identify gaps in your company's performance
- Adopt the processes and policies in place within the best-in-class performers

Benchmarking will point out what changes will make the most difference, but it's up to you to actually put them in place.

Key Benefits

In addition to helping companies become more efficient and profitable, benchmarking has other benefits, too, such as:

- Improving employee understanding of cost structures and internal processes
- Encouraging team-building and cooperation in the interests of becoming more competitive
- Enhancing familiarity with key performance metrics and opportunities for improvement company-wide

In essence, benchmarking helps employees understand how one small piece of a company's processes or products can be the key to major success, just as one employee's contributions can lead to a big win.

H. BUSINESS PROCESS RE-ENGINEERING

What is business process re-engineering (BPR)?
Business process re-engineering is the radical redesign of business processes to achieve dramatic improvements in critical aspects like quality, output, cost, service, and speed. Business process reengineering (BPR) aims at cutting down enterprise costs and process redundancies on a very huge scale

Five steps of business process reengineering (BPR)

1. Map the current state of your business processes
Gather data from all resources–both software tools and stakeholders. Understand how the process is performing currently.

2. Analyze them and find any process gaps or disconnects
Identify all the errors and delays that hold up a free flow of the process. Make sure if all details are available in the respective steps for the stakeholders to make quick decisions.

3. Look for improvement opportunities and validate them
Check if all the steps are absolutely necessary. If a step is there to solely inform the person, remove the step, and add an automated email trigger.

4. Design a cutting-edge future-state process map
Create a new process that solves all the problems you have identified. Don't be afraid to design a totally new process that is sure to work well. Designate KPIs for every step of the process.

5. Implement future state changes and be mindful of dependencies
Inform every stakeholder of the new process. Only proceed after everyone is on board and educated about how the new process works. Constantly monitor the KPIs.

I. MISTAKE PROOFING

- **Elimination: eliminating the step that causes the error.**
- **Replacement: replacing the step with an error-proof one.**
- **Facilitation: making the correct action far easier than the error.**

Mistake Proofing

An improvement technology that uses a device or procedure, to prevent (or eliminate) defects or equipment malfunction during normal processing

01 Detects and eliminates defects as early in the process as possible.

02 Provides immediate feedback, thus reducing the time for corrective action.

03 Ensures proper conditions exist prior to actual production and prevents mistakes from occurring in the first place.

J. STATISTICAL TECHNIQUES

Factor Analysis. Factor analysis, strongly associated with survey research, is a data reduction technique that strives to identify unobserved explanations or factors that account for observed patterns of relationships among measured variables. ...

Linear Regression Analysis. ...

Logistic Regression Analysis. ...

Linear Programming.