## OPERATIONAL EXCELLENCE

Structure of Operational Excellence

### **GOALS**

Improved profitability – reduced waste & process variation – improved quality & delivery – reduced inventory – manufacturing flexibility – customer satisfaction

# METHODS & PHILOSOPHY

- DMAIC Define, Measure, Analyze, Improve & Control
- Kaizen continuous improvement
- · Value stream mapping
- Standard work
- Total predicative maintenance (TPM)
- Eliminate non-value-added activities
- · Reduce waste & variation

### CULTURE

- Management commitment
- Customer focused
- · Continuous improvement
- Lean & six sigma
- · Problem solving
- · Steering teams
- 5-s visual workplace
- Decisions by data
- · Employee buy-in

### **TOOLS**

- · Process mapping
- Brainstorming
- Eight wastes
- · Pareto & histogram charting
- SPC control charts
- · Design of experiments
- FMEA Failure Models & Effects Analysis

Key performance indicators - Balanced Scorecard - Dashboards

**Quality Management System**