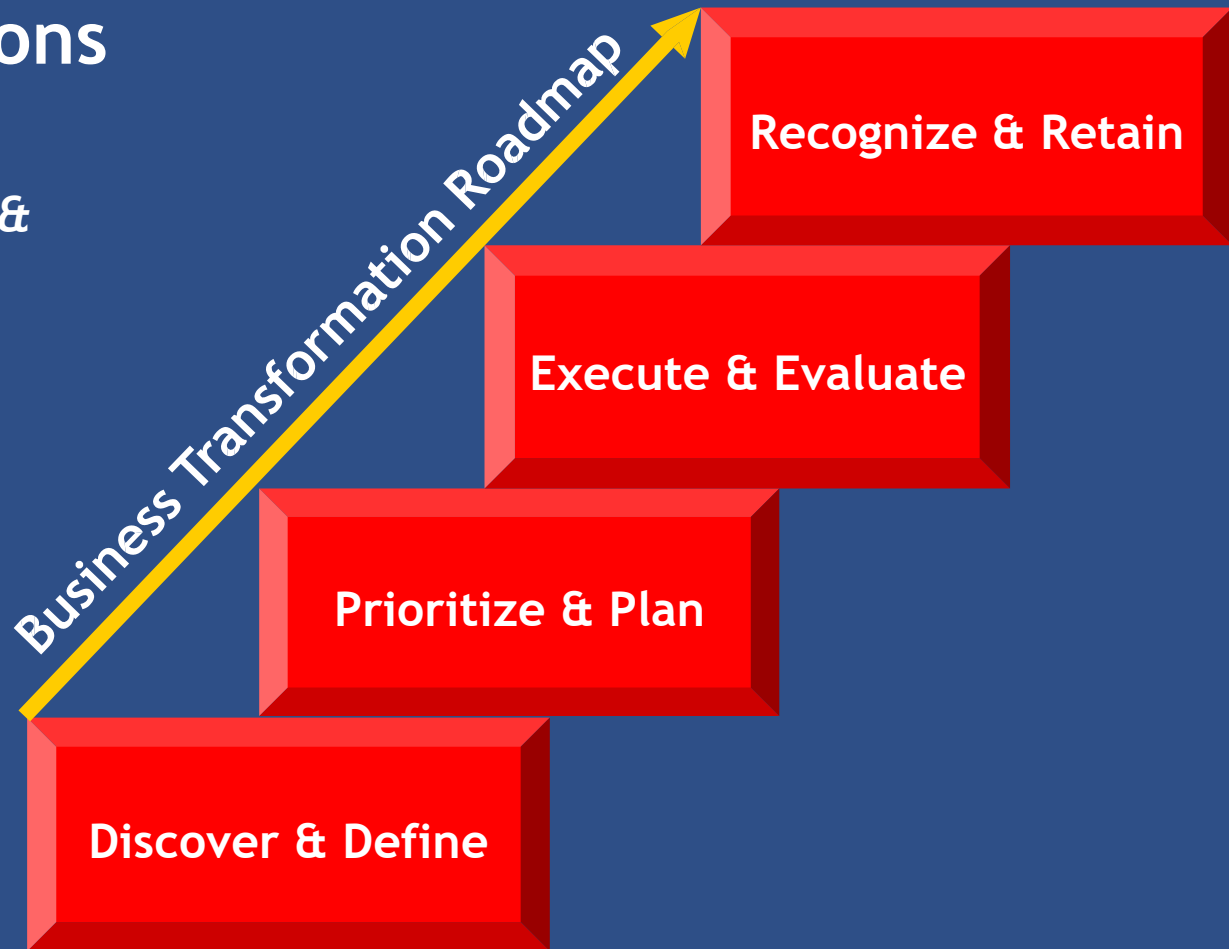




Strategy and Operations Excellence

Consulting, Advisory, Training & Certification Programs



eXampleCG

E: enquiry@examplecg.com

W: www.eXampleCG.com

A *Virtue Corporate Group* firm

(USA - India - Bahrain - Nigeria - Oman - UAE)

Balanced Scorecards | Net Promoter Score | Leadership Development | Lean Six Sigma | Big Data Predictive Analytics



the way forward ...

Strategy, Process, Analytics and E-Business - Consulting, Training & Certification



Sales & Marketing Excellence - Consulting, Training & Certification Programs



Prosumer Partners

Creating Ethical Second Income Franchise Opportunities



eesysite

Business Driven Technology Solutions for SMEs



V-Maintainwell

Manufacturing and Utilities Equipment and Asset Care



IOCSG
www.iocsg.org

Safe Schools for Children Globally

Sethu V (eXampleCG)

Mr. Sethu is a versatile senior management professional with **twenty two years** of experience in MNC and Indian **Engineering, Consumer goods/Retail, Telecom and IT/BPO Services and Consulting** firms having handled engagements in **Strategy Formulation and Execution, Balanced Scorecard, Predictive Analytics, Business Transformation, Operational excellence - Lean Six Sigma & DFSS, E-business, Value Chain Management, Marketing and Strategy, Program management and Training / facilitation.**

He is a certified trainer and facilitator for **Balanced Scorecard, Lean Six Sigma and Design for Six Sigma (Master Black Belt) and Predictive Analytics** and has implemented a large scale ERP (SAP) project as well.

His favorite topics are **Strategy, Innovation and Learning & Competency development**



[View Profile](#)

Ramamoorthy K (eXampleCG)



[View Profile](#)

Ram is a Senior Management professional with over thirty five years of experience having worked for a Leading National Research Institute (TIFR), Electric Transmission Industry and Software Consulting sectors, specifically in Software Exports.

He has set up various medium/large size IT / Software firms such as Silverline, Rolta, Smile, Akshay, developed project resources and implemented offshore delivery engagements for a number of International clients.

He has strategized, planned, transitioned, delivered and program managed Offshore Delivery engagements for clients in Europe, USA and Asia/ Pacific in industries like Software Products, Airlines, Paper, Hospitality and Consumer goods sectors.

He holds a bachelors degree in Physics and Advanced diploma in Information Technology

Ramani L (Alpha Consulting Group)

A Sales Guru Sales with 25+ years experience in Retail Selling and Services for top companies and Brands specializing in Outdoor and Indoor Showroom sales, started and run successful consumer durables retail business in South India and has a passion for coaching and training sales people. He has a Masters degree in Economics, Post Graduate Diploma (PGDM) in Marketing and a Bachelor of General Law (BGL).

His specialization areas include: Sales & Marketing, Service, Entrepreneurship, General management



[View Profile](#)

Balaji - Partner (eesysite)



[View Profile](#)

Balaji is a Sales & Marketing professional with 17 + years experience across varied Industries like Consumer Durables, Aviation, Hospitality and Travel ecommerce.

Having worked across domains of traditional and new age ecommerce companies, he has domain expertise spread across Business & Product Development, Corporate Strategy, traditional & Digital Marketing.

Besides working with companies like Whirlpool, Panasonic, Air Deccan, Kingfisher Airlines, Travelocity, he has also worked as independent management consultant guiding start-up companies to strategize and execute their go-to-market and growth plans.

Bala K (V-Maintainwell)

Bala is a Senior Techno-commercial Management professional with 27 years of versatile experience in Factory management spanning Manufacturing, Operations & logistics, Re-engineering & Value chain functions in Indian & overseas FMCG companies. He has excellent experience in handling O & M in diverse sectors like Beverages, Packaged drinking water, dairy industries, Cosmetics and other FMCG goods with world class operations involving Man, Material, Machine & Methods.

A pioneer in Asset Care techniques he has championed Predictive / Productive Maintenance methods in Packaging machinery and Factory Utilities. He has led engineering teams in commissioning & maintenance of High speed packaging lines from top OEMs.

His core expertise is in Project Management, Erection and commissioning of manufacturing units special emphasis on high speed filling and packing lines, blowing & molding.

He holds a Bachelors Degree in Production Engineering with Lean Six Sigma qualifications



[View Profile](#)

Strategy Definition

- Vision, Mission and Values
- Product / Service Portfolio
- Target Markets and Segments
- Customer Value Proposition
- Customer Acquisition / Marketing
- Channels Strategy
- Operations / Service Delivery Strategy
- Competitor Analysis
- HR and People Strategy
- IT and Technology Strategy

Strategy Deployment & Performance Management

- Balanced Scorecards and Strategy Maps
- Net Promoter Score (NPS)
- Performance Measurement, Reporting and Management (E-Dashboards)
- Predictive Business Analytics
- Marketing and Operations Analytics

View more at <http://www.examplecg.com/strategy-consulting.html>

Lean Six Sigma Excellence

- Lean Six Sigma - Executive Overview
- Champion Program
- Lean Six Sigma Employee Awareness
- Lean Six Sigma Yellow Belt (DMAIC)
- Lean / Six Sigma Green Belt (DMAIC)
- Lean / Six Sigma Black belt (DMAIC)
- Design for Six Sigma (DFSS / DMADV)
- Project Facilitation Services
- Audit, Advisory and Restaging services
- “Train the Trainer” Programs

World Class Manufacturing

- Policy Deployment (Hoshin)
- Kaizen Blitz / Gemba Kaizen Events
- Cell Design / Single Piece Flow
- Quick Changeover (SMED)
- Total Productive Maintenance (TPM)
- Statistical Process Control (SPC)
- Design of Experiments / Taguchi
- JIT, Kanban and Supplier Assurance
- 5S and Visual Workplace
- Poka-Yoke / Mistakeproofing
- Load Leveling / Balancing

View more at <http://www.examplecg.com/process-consulting.html>

Direct

India

USA

Partners

Bahrain

Nigeria

Oman

UAE



Strategy Transformation Roadmap

- **Assess** - Evaluate current Strategy Formulation, Implementation, Performance Management practices
- **Design** - Design world class “Balanced Scorecard” based Strategy deployment and Performance Management system
- **Deploy** - Cascade and align strategy & goal setting organization wide
- **Train** - Build management and staff competencies to execute performance improvement programs aligned with Balanced scorecard
- **Automate** - IT Enable BSC centric performance management system (planning, reporting, reviews)
- **Audit** - Advise post implementation with periodic reviews and audits to hand hold, course correct and stabilize implementation

eXampleCG and group firms can help your organization to **ensure consistent strategy implementation** and build a roadmap to **achieve global levels of excellence** in business operations and performance



Case Study

BSC Performance System Design for a Global Energy major



Client Profile

A \$ 26 Bln Global #3 Oil and Gas Exploration and Production major with presence in 16 countries

Business Challenge

Large scale business operations, performance managed in silos
Multi-country / Multi-lingual service needs - tough to meet
Low customer focus - “Hey we are doing our best” attitude!!
High Txn cycle time and defects due to Inefficient processes
Poor process transitions - hence long stabilization timeframe
What is in it for us - not clearly addressed

eXampleCG's Approach

Conducted management level workshops to familiarize BSC framework to stakeholders
Review current business strategy, advised to evolve Strategy Map, Balanced Scorecard and execution plan through group think and facilitation sessions (5 days)
Bridged “alignment gaps” through cross functional teams and ensured congruent goals across the organization
Set up objectives, measures, weightages and project initiatives for 16 functional teams from across the nation
Identified critical competencies required to execute the strategy and established mix of “Lead and Lag” indicators

Results / Benefits

- Change in mindset - from “Me” to “We”
- BSC approach well understood enabling “correct” deployment
- Cross Functional cohesion built up systemically with business impacting projects
- Reward & Recognition practices reviewed and redesigned



Results / Benefits

- Objective KPIs and Goals set
- Cross-Team Goal congruence and alignment delivered
- Collaborative team based projects identified thereby systemically driving Business Unit measures towards stretch targets



Client Profile

A \$ 2 Bln leading cement manufacturer (11.25 MMT p.a) with manufacturing facilities in India, China and UAE

Business Challenge

- Family managed business, professionalizing its operations
- Each function was setting its own KRAs and KPIs inadequately aligned with organization's strategy
- Rewards and recognition for “what is achieved” instead of the “rightly linked stretch measures that need to be achieved”
- Lack of Cross functional cohesion in project execution
- Lack of proper company wide framework to scientifically execute the strategy

eXample's Approach

- Client need assessment and scoping study conducted
- Designed Scorecard for Business Unit and Functional Departments (16 nos)
- Advised Goal setting process, weightages, KRAs and KPIs for each of the functional teams
- Benchmarked with best practice KPIs adapted in the industry and functional areas
- Establish a strong foundation for company wide deployment in forthcoming year

Case Study

BSC Design and Deployment for a leader in Footwear products



Client Profile

A \$ 50 mln top player in Leather Footwear business exporting to developed economies

Business Challenge

Family managed business struggling to grow and perform

Performance evaluation largely “boss” (patriarch) driven rather than objectively “performance driven”

Animosity among functional heads leading to consistent failure of team and organization performance

We “pay you to work here and that’s it” attitude leading to lack of employee loyalty and bonding

eXampleCG’s Approach

Studied current strategy deployment and employee engagement practices through company wide survey

Set up management councils to review strategy, create strategy maps and organizational scorecard

Cascaded and aligned company scorecard to business unit, functional and individual levels and established reward and recognition systems (including variable pay structure)

Set up performance tracking system, reporting and review structure for monthly tracking and business appraisal

Co-partnered for monthly reviews, stabilized deployment and institutionalize BSC centric performance management

Results / Benefits

- Beat revenue target by 40% in a recessionary market
- Excellent team work due to shared project initiatives and team rewards and recognition
- Business line driven demarcation of leadership lending sharp accountability
- Performance linked variable pay structure with gainful outcome



Results / Benefits

- Goals and objectives sharply linked with business unit, team and individual goals and activities
- Daily employee tracking streamlined providing clear visibility of performing teams
- Enhanced accountability, business agility & employee engagement



Client Profile

A \$ 50 Mln specialized automotive design and prototyping manufacturer with blue chip client base

Business Challenge

Family managed business, professionalizing its operations

Performance largely focused on financial measures, hence reactive (lag) in nature

No system to track team or individual performance, hence unable to identify or reward better performers

Nature of business is small volume manufacturing with performance reviewed in a non-standard manner

Company keen to move towards a higher growth orbit, but employee competencies, processes and systems not geared up to meet the management expectations

eXample's Approach

Conducted "as is" status survey and identified strengths and weaknesses of strategy, operations, people & processes

Designed Scorecard for five business units and all the Functional Departments (14 Nos) and Individuals

Helped implement and communicate the changed system company wide communication channels and modules

Completely IT enabled the BSC system (Planning, Tracking, Reports) with an enterprise wide project management application for accurate and timely decision making

Case Study

BSC Performance System for an IT & ITES Company



Client Profile

A \$ 160 Mln Software and ITES Company with strong presence in North America and Japan

Business Challenge

Client had three business divisions and an acquired company offering IT Enabled Services, Software Development and IT Infrastructure Managed Services

No unified or standardized system to define, plan, track and manage performance across various divisions

Top management occupied with operational focus instead of clear strategic game plan translated into operational objectives and metrics that are business goal driven

eXampleCG's Approach

Conducted management level workshops to familiarize BSC framework to stakeholders

Reviewed current performance measurement and management system and re-architected it in line with BSC best practices

Advised the management team to identify key business themes and strategic objectives, design strategy map and management scorecard for effective business navigation

Facilitated goal setting exercise for business division heads, core service line leaders and support group leadership (12 of them) with requisite training and handholding

Results / Benefits

- Strong alignment of service leader and team targets with company's strategic goals
- BSC best practice very effective to align compensation with performance
- Cross Functional cohesion built up systemically through initiatives that are co-owned and goal aligned
- Reward & Recognition practices redesigned to drive aligned performance



Results / Benefits

- Corporate goals sharply linked with business unit, team and individual goals and activities
- Real-time Performance tracking with E-Dashboards
- Significant culture change, result oriented operations enabled by a new incentive compensation (variable pay) structure

Client Profile

A \$ 20 Mln specialized Power conversion systems company providing cutting edge electrical and electronics goods to Private and Public / Government Sector clients

Business Challenge

- Family managed business, keen to professionalize its operations
- Performance largely focused on financial measures, hence reactive (lag) in nature
- No organized performance management system to cascade the goals, track team or individual performance, hence unable to identify or reward good performers and attract talent
- Company was keen for higher growth orbit, but employee competencies, processes and systems not geared up to meet the management expectations

eXample's Approach

- Advised in crafting business strategy, vision, mission, values, goals and strategic thematic focus areas
- Assessed current status to identify strengths, weaknesses of strategy, operations, people & processes
- Advised in designing strategy map and scorecard for the company, four business units and seventeen departmental heads
- Helped set up formal performance reporting and review system and rollout the new performance management system by IT enabled it with real-time E-Dashboards, authorized access and public visibility at corporate, shop floor and marketing offices



Client Profile

A \$ 30 Mln specialist Clinical Research Outsourcing company with a strong Global and Indian Pharma Client base

Business Challenge

Client had three business divisions namely Clinical research, Formulations and Drug Development

Earlier implementation of Balanced Scorecard had failed as it was “consultant” implemented, no ownership in-house

Client needed to implement BSC properly this time round and link it with business goals and deliverables down to four levels in the organizational hierarchy and establish an objective method to evaluate team performance

eXampleCG's Approach

Conducted management level workshops to familiarize BSC framework to stakeholders and how to implement it right

Assessed the current performance system and re-architected it in line with BSC best practices

Facilitated the team to evolve new Strategy Map and develop the organizational and division level scorecards

Guided business division heads, service line leaders and support functional heads (12 Persons) to set aligned goals

Establish performance reporting and review system for effective monitoring and management in a uniform manner

Results / Benefits

- Reduced the key measures reviewed at CEO level from 48 to 16
- Built strong alignment of service leader and team targets with company's strategic goals
- Monthly review meetings got sharply aligned to driving ongoing results
- Cross Functional cohesion built up systemically through inter departmental initiatives co-owned and goal aligned
- Reward & Recognition practices redesigned to drive aligned performance



Results / Benefits

- Enhanced confidence and trust from end clients
- Reliable Data analysis and results reporting
- Scientific and replicable model for claims validation
- Significantly reduced business and product validation risks

Client Profile

A Top Anglo Dutch USD 4 Bln Global MNC FMCG Leader

Business Challenge

Issues of revenue leakage and potential fraud in the distribution channel supply chain

Enormous amount of data (~0.15 Mln data points p.m). Client found it difficult to handle

Strong demand from management to fix the issue quickly and deliver improved margins

eXample's Approach

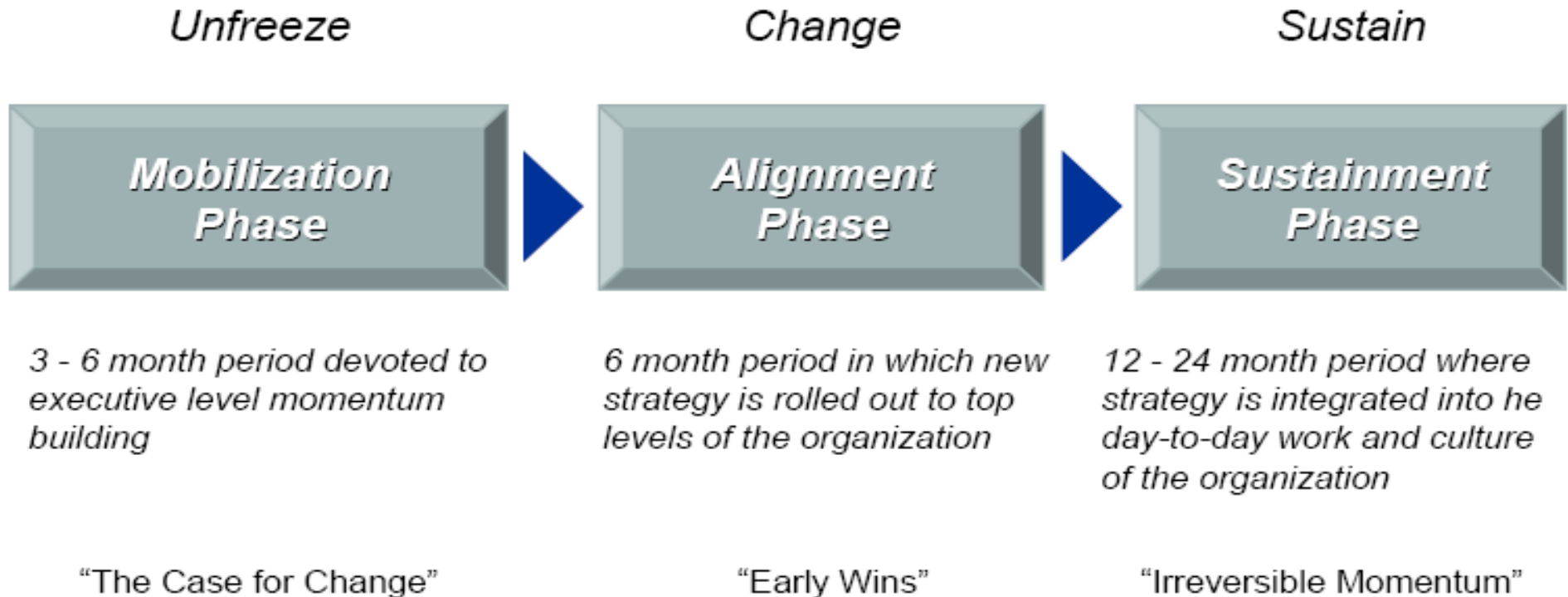
Understood client challenges and undertook pilot project to analyze distributor claims and returns data across four major regions

Compiled crisp and actionable insights from statistical analysis, visualization, hypothesis testing and big data approach to identify "problematic" channel partners

Validated the model by testing it with extended data and established model credibility

Quantified the business benefits of arresting the leakage leading to recurring USD 1.0 M savings p.a





PERFORMANCE MANAGEMENT CONSULTING AND ADVISORY SERVICES

Services

Performance Management - Status Assessment
(Conduct Survey and Present Findings)

Performance Management System - Design and Deploy
(Consulting and Implementation Services - See next slide)

Performance Management System - Sustenance
(Periodic Audits & Review facilitation for 1 Year)

Program Implementation

Mobilize & Translate Phase

BSC Orientation (workshop), Vision / Strategy Clarification, Strategy Mapping, Company Scorecard Design (KRA, KPI, Weightage, Baseline, Targets, Initiatives, Accountability and Budgets)

Align and Motivate Phase

SBU and Functional Scorecard Design, Communications (Functional teams), Competency needs identification and IT Enablement Planning

Govern Phase

Reports Design, Performance Review system design, IT Requirement Definition and Reporting Enablement (Cockpits & E-Dashboards - Baseline & Periodic) operationalization

Sustain

Performance reports generation (monthly), Management Review and Action Planning facilitation

Process and Operational Excellence Transformation Roadmap

- **Assess** - Evaluate current process and operational practices
- **Design** - Strategize and Plan world class “Lean Six Sigma” driven Operations Excellence program for company-wide impact
- **Deploy** - Advise to implement “Lean Six Sigma” program with live projects that deliver lasting “business value”
- **Train** - Build competencies for Lean Six Sigma implementation program (Champion, Yellow, Green, Black, Master Black Belt)
- **Automate** - IT Enable Lean Six Sigma centric operations excellence programs (planning, reporting, reviews)
- **Audit** - Advise post implementation with periodic reviews and audits to course correct and stabilize implementation

eXampleCG and group firms can help your organization to **ensure optimal processes** and build a roadmap to **reach global levels of excellence** in process and operations performance



Operational
Excellence Consulting
Empowering Sustainable Change

Case Study

Clinical Trials for a specialized CRO - Process Design & Enablement

Results / Benefits

- Enhanced confidence and trust from end clients
- Reliable Data analysis and results reporting
- Scientific and replicable model for claims validation
- Significantly reduced business and product validation risks

Client Profile

A mid sized **Clinical Research organization (CRO)** servicing European clients

Business Challenge

New team with expertise in conducting clinical studies, however lacked scientific analysis and interpretation skills
Pressure from client to deliver scientifically validated and proven results of clinical trials
High cost of engaging permanent resource for data analysis and validation services

eXample's Approach

Understood client challenges
Established an outsourced model for Clinical trials protocol design advisory and Clinical trial data analysis, interpretation and inferential services
Trained the team in advanced statistical methods, partnered on two projects to transfer competencies
Provide expert consulting and advisory services on retained basis



Case Study

Operational Audit and blue printing for leading tyre products firm



Client Profile

A \$30 m reputed manufacturer of Tyre retreading materials, equipments and services

Business Challenge

High FG inventory (30 days) yet low dispatch level achievement

Low manufacturing flexibility - diverse but small lot products

High level of rework in Extrusion (~3 to 10%)

Energy consumption per MT, high vs. competition

eXample's Approach

Scope - Identified Waste elimination as key

Familiarize - Trained Plant team in WCM

Action Plan - Defined roadmap and phase wise interventions (PD/KPI, 5S, JIT, SMED, Flow Mfg)

Implementation- Handhold change (underway)

Results / Benefits

- Key bottlenecks identified
- Result driven roadmap defined
- Competency building to Plant team
- Focussed improvement driven approach to deliver consistent performance



Case Study

Lean Six Sigma Transformation at a MNC Textile M/c mfr



Results / Benefits

- Improved service responsiveness by 40%
- Reduced inventory by 16%
- Reduced machine assembly cycle time by 12% and labour productivity by 15%
- Institutionalized Lean Six Sigma through strategic and operational deployment Practitioner model



Client Profile

A INR 200+ Cr leader in Textile machinery and screens manufacturing company with presence in 15+ countries

Business Challenge

Indian operations recently acquired by MNC - from family owners (Culture change challenges)

Long cycle time for equipment assembly and numerous pending customer orders to fulfill leading to dissatisfied customers and cash flow impact

Majority of items are “bought out” (65%) leading to choppiness in inventory management, supply chain cycle times and thereby impacting assembly rhythm

Rejection at customer end due to product and transit quality issues impacting profitability

eXample's Approach

Client need assessment and scoping conducted

Launched Lean Six Sigma initiatives for the business - Identified business critical and high impact projects

Built Champion and Green Belt competencies, guided live full cycle projects in NPD, Inventory, cycle time, asset utilization, quality (batch) rejection containment

Leveraged Lean + Six Sigma framework and tools (VSM, Item standardization, Inventory Optimization, JIT, Cellular mfg and service excellence) to build competitive advantage

Client Profile

A € 94b European leader in Banking and Financial Services with presence in 85 countries - India Shared Services operations

Business Challenge

Management expectations - Shift from Txnl to Value added
Multi-country / Multi-lingual service needs - tough to meet
Low customer focus - “Hey we are doing our best” attitude!!
High Txn cycle time and defects due to Inefficient processes
Poor process transitions - hence long stabilization timeframe
What is in it for us - not clearly addressed

eXample's Approach

Study current business and operational environment
Launch Lean Six Sigma for top management with “Executive Overview”
Introduce Six Sigma to mid level managers/execs - change mindset towards “achieving breakthroughs” and “delivering superior performance - consistently”
Identified projects in Nostro reconciliation, AP, AR, FA, HR/Payroll, Risk/Compliance reporting
Building BB and GB infrastructure to launch and run projects
Facilitate/guide projects for deliver gainful results

Results / Benefits

- Change in mindset - Breakthroughs are achievable
- Team thinking shift - “Doing our best” to “beating expectations”
- Streamlined transition process - “Offshore it right” and “improve upon it further”
- Instituted “RFT” metrics for efficiency measurement



Case Study

WCM and 5S deployment at a Mineral Water giant

Results / Benefits

- Enhanced space utilization / postponed additional space rqmt
- Enhanced employee motivation and work productivity
- Workplace standardization and search time reduction besides hygienic and world class work environment creation



Client Profile

An INR 700 cr Indian giant and leader in Mineral Water

Business Challenge

Current Manufacturing operations (owned and franchised) is haphazard resulting in many wasteful activities and damage/loss finished, WIP and Raw material items.

Sub-optimal space utilization due to poor space planning, storage and handling practices

Key need to enhance Good Manufacturing practices being a food product operations subject to ongoing statutory audits

eXample's Approach

Oriented Manufacturing team on World class manufacturing framework with emphasis on 5S

Facilitated 5S intervention with onsite consulting, 5S workshops, 5S standard development, implementation guidance and periodic audits

Quantified business benefits and savings from the 5S initiative and institutionalized 5S practices for sustained implementation

Case Study

Operational Excellence at a leading FMCG in wellness and beauty



Client Profile

A \$225 m Indian FMCG Transnational in the business of wellness and beauty care

Business Challenge

- Build excellence in Manufacturing
- Drive competitiveness between plants through WCM and recognition initiatives
- Create Suppliers partnership for successful journey

eXample's Approach

- Stock Take - Current situation and model
- Benchmark - With Peers and Best in Class
- Re-craft - Define "New" Certification Framework
- Rollout - Brand, Launch and Hand-hold

Results / Benefits

- Elevated manufacturing performance levels
- Vendor partnership in excellence journey
- Customer orientation of "Deliver to Delight"



Case Study

Business Process Re-engineering for a top FMCG company

Results / Benefits

- Quality KPI reporting process modified - Reliable results
- Quality linkage across the chain realized - Reliable decisions
- Acceptance Sampling methods established - Reliable Plant dispatches

Client Profile

The \$2.5 b Indian subsidiary of an Anglo Dutch Global Consumer Goods giant

Business Challenge

Existing Quality Assessment Process throwing up inconsistent results across the supply chain

Difficult to establish the linkage between Plant, Depot and Retail Quality levels

Quality result reporting not standardized, leading to multiple versions and interpretations

eXample's Approach

Reviewed current process & identified key issues

Diagnosed the causes through analytic techniques (Measure (R&R), Sampling, Lot homogeneity)

Recommended process standardization and scientific sampling approach to bridge gaps and established action plan for process assurance



Client Profile

A \$35 b world's fifth largest insurance group providing life and pension products in UK, Europe and Asian markets (Global Shared services)

Business Challenge

Delay in organization wide ERP (Oracle 11i - FIN and HRMS) project rollout

Lack of congruence between business user expectation and implementation partner delivery

eXample's Approach

Aligned stakeholders expectations vs. deliverables

Delivered Project consulting services in three sites (India & Sri lanka)

Built competent internal team to handle functional support needs at an economic cost

Planned and established outsourced "Helpdesk" with SLA for ongoing functional and technical support

Results / Benefits

- Project brought on course and executed on time
- Competent Internal team to train end users on functionality
- Rapid and high quality application support through outsourced helpdesk services



Case Study

Lean Six Sigma Operations Transformation for a Catalyst Mfr.

Results / Benefits

- Improved product line revenue by 120% (better product!!)
- Reduced inventory by 18% and improved asset uptime by 22%
- Reduced batch production cycle time by 14% and rejections down by 45%
- Institutionalized Lean Six Sigma through the Practitioner model



Client Profile

A \$7.5b global leader in catalysts, precious metals, fine chemicals and process technology meeting the needs of diverse manufacturing sectors in over 30 countries

Business Challenge

Indian operations facing tough competition

Recent product launches unsuccessful as products deliver poor yield in customer's process operations

Long "Order to Delivery" cycle time from Order to Delivery of product orders as well as precious metal recovery of customer supplied spent stock

Asset utilization below budgets impacting profitability

High inventory levels of key raw and consumable materials locking up cash in operations

eXample's Approach

Client need assessment and scoping conducted

Launched Lean Six Sigma initiatives for the business - Identified business critical and high impact projects

Built Champion and Green Belt competencies, guided live full cycle projects in NPD, Inventory, cycle time, asset utilization, quality (batch) rejection containment

Case Study

Business Transformation at a top global interactive services firm



Client Profile

A \$46b top three global interactive services organization with world famous web portals, social networking and branded applications

Business Challenge

Business stagnation impacts offshore services putting pressure on costs and resource utilization

Long cycle time to plan and launch new web portals and transition existing ones to offshore (India) location

Software teams delivering high defect rates and inability to meet project timelines and budgets by software teams

Uncompetitive business support costs vs. offshore peers

Prior efforts at Six Sigma unsuccessful due to flawed strategy

eXample's Approach

Launch Lean Six Sigma with Top "Executive Overview"

Performed Business diagnostics with business champions (divisions and project groups) to identify key opportunities

Established PMO, advised in Project scoping and charter

Created project execution team (Yellow/Green/Black Belts) to successfully deliver projects identified

Facilitating/guiding projects to deliver gainful results

Results / Benefits

- Structured Lean Six Sigma intervention with clear business result focus
- World class Lean Six Sigma competency building in sharp alignment with business strategy
- Well proven Lean Six Sigma "Practitioner" model instituted for gainful results



Case Study

Product Design Excellence for a global confectionary leader

Results / Benefits

- Sharper customer need understanding
- Brought objectivity in product development processes
- Reduced development and commissioning cycle time and expenses
- Ensured “right first time” product development process

Client Profile

A \$10b UK headquartered global confectionary manufacturer (Indian operations) offering candies, gums and chocolates with iconic brands

Business Challenge

New product / pack development and commissioning a major area of concern

Products unable to successfully withstand transport , storage, use conditions - Complaints and stock returns

Numerous iterations in recipe and pack development consuming enormous resources and precious time

Customer needs primarily based on marketing inputs, usually nebulous making it tough to develop best products

eXample's Approach

Study existing Product Development processes, in depth

Design for Six Sigma (DFSS) and QFD framework intervention for R&D (Product and pack) group

Redesigned “customer need capture” process using QFD

Helped pilot design excellence projects in key product lines

Built robust design and simulation based new product processes



Case Study

Lean Six Sigma World class manufacturing at a Top Foods giant

Client Profile

A \$8.9b Global US Foods major in the business of ketchup, sauces, meals, snacks and processed foods

Business Challenge

Plant throughput inadequate to meet market demand for the leading product

High level of rejections (3 to 8%), hence rework and reprocessing

Heavy bottlenecks in packing line along with long changeover times

eXample's Approach

Scope - Capture key bottlenecks and issues

Familiarize - Train Plant team in WCM framework

Action Plan - Define WCM roadmap, 5S and phase wise interventions to drive performance

Implement - Being planned

Results / Benefits

- Key bottlenecks identified
- Result driven roadmap defined
- Competency building to Plant team
- Focussed improvement driven approach to deliver consistent performance



Case Study

Performance System Design for the top Electronic charts player

Results / Benefits

- Output and process measures standardized bringing visibility to project progress
- Team and vendor performance made objectively measurable, surfacing improvement areas
- Collaborative product development process set up to accelerate new launches

Client Profile

A \$8.9b global leader in Electronic charts for marine, lake, outdoor and global mobile navigation

Business Challenge

New product development and launches not meeting management expectations

High defect rates in work output by offshore teams, raising questions about offshore strategy itself

Customer dissatisfaction due to lack of responsive support for existing software products

Lack of clear standards for work output, resulting in repetitive iterations in product development and upgrade / new releases

eXample's Approach

Study current business and service delivery processes

Establish clear metrics for work measurement and implement in "key" navigational software products

Establish systems, standards and vendor performance measures for outsourced transcription services



Case Studies

Lean Six Sigma Transformation for an MNC E-Publishing Company



Client Profile

A \$150 mln and 100+ years old European Business Group providing cross-media turnkey solutions for publishing, digitization, business process outsourcing, IT and printing

Business Challenge

Indian Offshore operations struggling to keep up with International quality standards of clients

High level of rejections (>12%), hence heavy rework, delayed deliveries

Poor staff retention / high staff turnover

Limited management capabilities hence unable to enhance business performance to next level

eXample's Approach

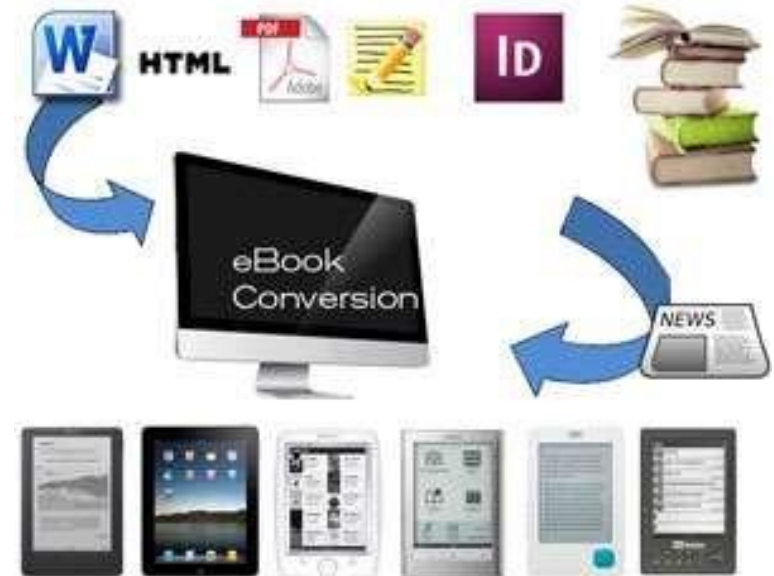
Lean Six Sigma Management overview workshop and identified high impact areas

Created Green Belt teams, trained, mentored and enabled successful live project rollouts

Set up reward and recognition and governance processes for embedding the Lean Six Sigma culture

Results / Benefits

- Quality Performance up by 45%
- Enriching career for high performing employees, reduced staff turnover by 12%
- Strong pipeline of leadership created with systemic thinking
- Financial savings of \$500,000+



Case Studies

Lean Six Sigma Training and Certification for MBA Students

Client Profile

A Top Business School with 25+ years education excellence, providing degree, diploma and Post Graduate courses with campus facilities at Bangalore, Chennai and Kodaikanal

Business Challenge

Client wanted to provide better value to students and enhance placement rate with industry relevant certification course of practical value

Previous attempts to conduct Lean Six Sigma program with in-house and guest faculties was unsuccessful due to skill and quality issues

eXampleCG's Approach

Lean Six Sigma Black Belt level curriculum custom designed and delivered for **450 MBA Students** (Year I and II) batch

Hands-on training with case studies, assignments and group work, games and exciting role plays

Guidance provided to execute summer projects further enhanced placement value and skills

Results / Benefits

- Excellence student and client satisfaction
- Placement rate up by 25% and salary levels 15% higher vs. competing MBA institutes
- Students acquired life-long “excellence” skills benefiting in professional and personal life with enhanced client brand image



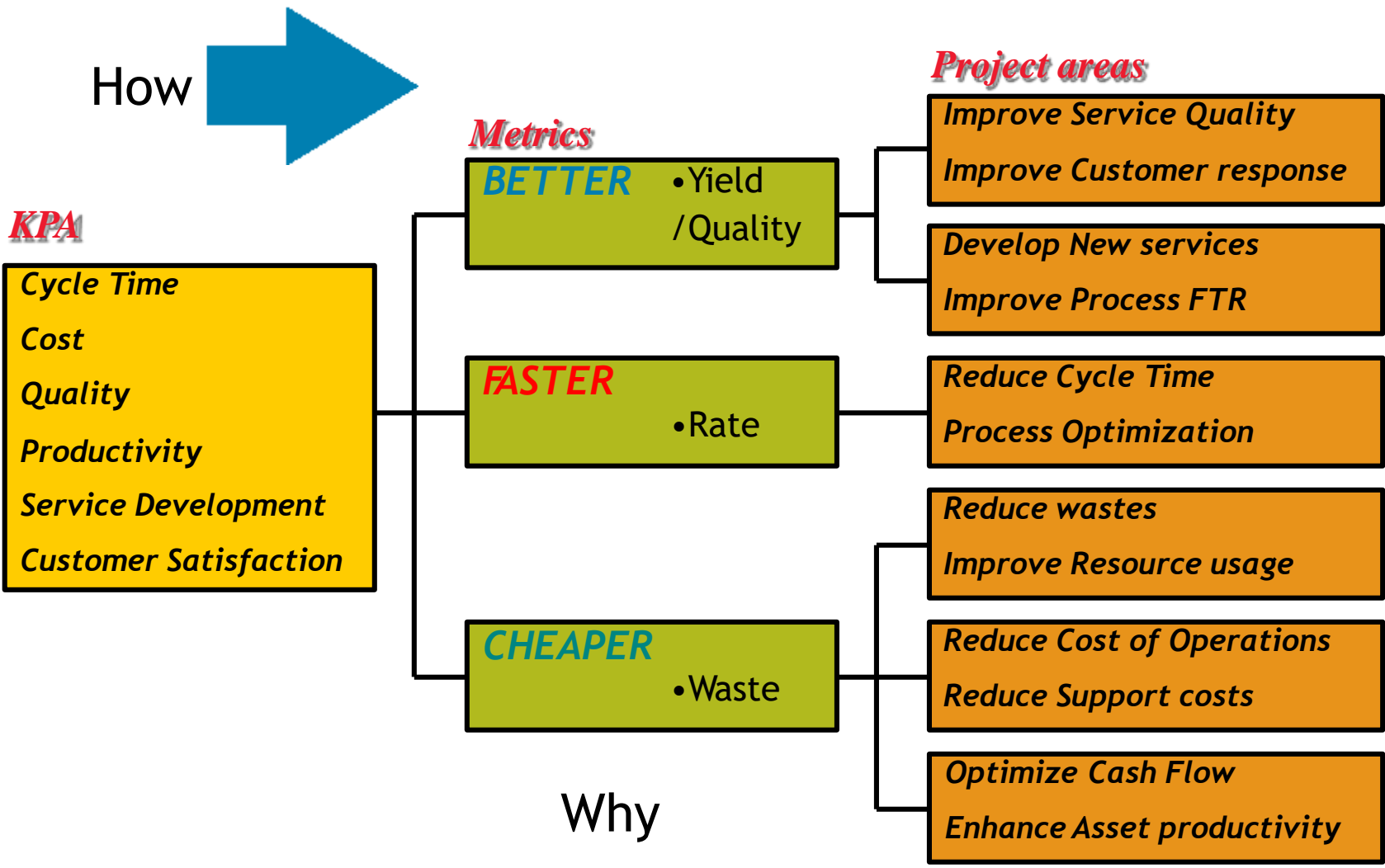
Our suggested approach towards meeting an organization's (envisaged) business challenges. Our approach is delineated under the following heads.

Value drivers to achieve the business challenge

Six Sigma and Lean - Frameworks, Tools and Techniques

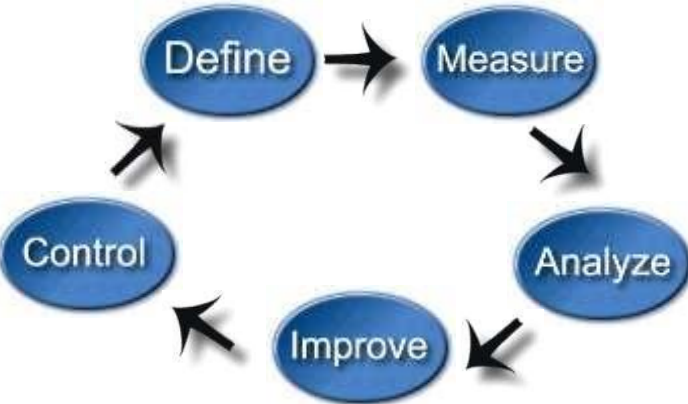
Suggested roadmap and Timeline





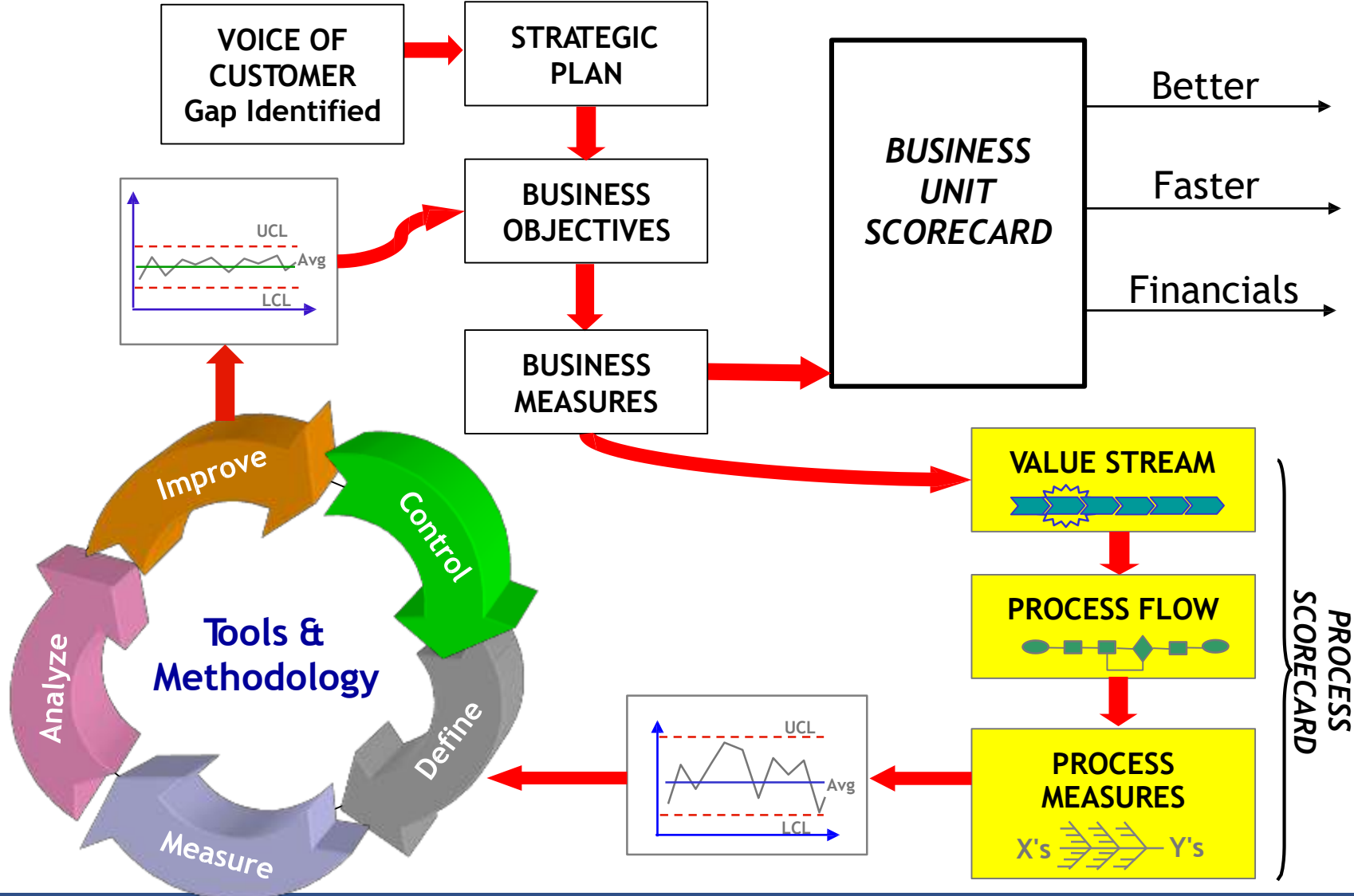
- o **Six Sigma** - philosophy and science of reducing costs and improving customer satisfaction through statistical and lean methods. } **Reduce Defects**
- o **Lean** - identification and elimination of waste to create a continuous flow of materials and information through the value stream to meet customer demand. } **Reduce Waste**
- o **Lean Six Sigma** - combines quality and lean manufacturing tools ... into a systematic model of process, product and service improvement. } **Reduce Defects and Waste**
- o **Design for Six Sigma** - a rigorous approach to designing products and services and their enabling processes from the beginning to ensure that they meet and exceed customer expectations and outperform competitive products and services. } **Avoid Defects and Waste**

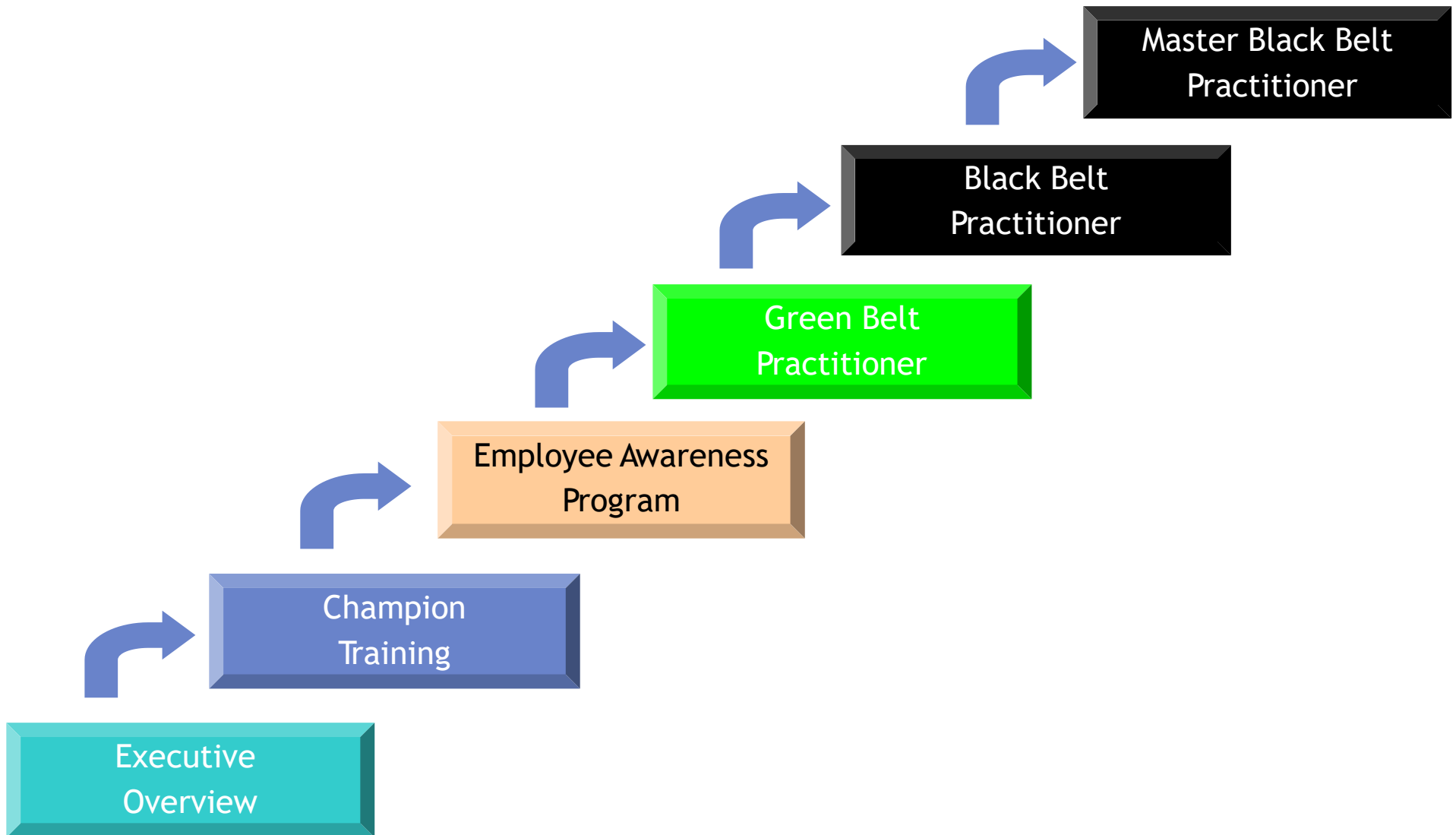
Six Sigma - DMAIC Approach



6 Sigma	7-Steps	7-Steps Tools	Additional 6 Sigma Tools
Define	1. Define the Problem	<ul style="list-style-type: none"> > Project Charter > Process Mapping 	
Measure	2. Collect and Analyze Data	<ul style="list-style-type: none"> > Pareto Chart > Run Chart 	<ul style="list-style-type: none"> > Gage R&R > Process Capability > Control Charts
Analyze	3. Identify Root Cause	<ul style="list-style-type: none"> > Cause & Effect Diagram > Scatter Diagram 	<ul style="list-style-type: none"> > Analysis of Variance > Hypothesis Testing > Regression Analysis
Improve	4. Plan and Implement Solution	<ul style="list-style-type: none"> > Action Planning Table > Alternative Selection Matrix 	<ul style="list-style-type: none"> > Design of Experiments > Risk Analysis > Control Charts > Hypothesis Testing > Analysis of Variance
	5. Evaluate Effects	<ul style="list-style-type: none"> > Run Chart > Pareto Chart 	
Control	6. Standardize	<ul style="list-style-type: none"> > Standard Operating Procedure 	<ul style="list-style-type: none"> > Failure Mode Analysis > Error Proofing > Control Charts
	7. Reflect on Process	<ul style="list-style-type: none"> > What Went Right/Wrong Diagram 	

Lean Management Approach





Services

Lean Six Sigma Executive Overview (for Top Management)

Lean Six Sigma Champion Program (for Senior Management Leaders)

Lean Six Sigma Green Belt Practitioner Program (for Project Leaders)

Lean Six Sigma Black Belt Practitioner Program (for Project Leaders)

Lean Six Sigma Yellow Belt Practitioner Program (for project team members)

Lean Six Sigma White Belt Program (for everyone)

The Practitioner program model combines Training with On-site project guidance thereby enabling effective and tangible business result driven LEAN SIX SIGMA transformation in the organization.

The Practitioner certification program model includes:

- An optimum blend of classroom training and
- Project review, execution guidance and facilitation.

This enables each participant to learn the Lean and Six Sigma concepts, techniques and methodology and **correctly apply** those in a **live full cycle projects**

The Practitioner model is **highly preferred** by corporate clients as it helps to tangibly realize the value of Lean Six Sigma initiatives and builds a team of hands-on practitioners crafted with the expert guidance of eXample Consulting group.

Such practitioners can make a significant difference in sustaining the Six Sigma momentum and taking the organization to superior levels of performance going forward.

Clients & Participants - Telecom / IT / Media



vodafone



Agilent Technologies



SAFRAN



MPHASIS
an EDS company

Clients & Participants - Telecom / IT / Media



FLEXTRONICS

SIEMENS



bharti



ciber



DPS

ciena



AXE



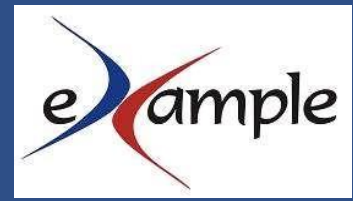
TVS Infotech Energizing growth



Clients & Participants - Banking / Finance / Insurance / BPO



Clients & Participants - Banking / Finance / Insurance / BPO



Visual Graphics
Computing Services

RSM! McGladrey



NITTANY



Business
Services



Clients & Participants - Engineering / Auto / Logistics



Clients & Participants - FMCG / Retail / Pharma / Chemicals



Clients & Participants - Diversified / Others



The key differentiators of our consortium are:

- **Deep and wide expertise** in Strategy and Process Excellence domains with highly experienced team of consultants
- **Very high focus on creating business value** for clients through a solid understanding of their business environment, strategy, challenges, processes, culture and integrated approach to leveraging people, process and technology for facilitating transformation.
- Well established base of **reputed and highly demanding corporate clients** and **highly satisfied participants** from diverse industry sectors
- **Highly responsive to client needs** - very agile and rapid turnaround culture and easy to do business with as a firm
- **High quality of consulting and training expertise** and **flawless delivery**, hence immense business value to the client for the time and money invested.

For Client Engagements, please see next page and also visit www.examplecg.com



Expertise

- Deep expertise in Domain, technology and Process consulting disciplines
- Proven consulting model and templates



Culture

- Easy to do business with, 100% Service focus
- Customized contracts
- Value system of Partnership, Honesty, Trust, Team work, Humility



Delivery

- Unique Program Management model for assured results
- Specialized Subject matter expertise
- Integrated Consulting Approach
- Client testimonials



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Balanced Scorecards | Net Promoter Score | Leadership Development | Lean Six Sigma | Big Data Predictive Analytics

