

HEW Associates Ltd  
Inspired Business Improvement

Howard Wilcox  
07599842502

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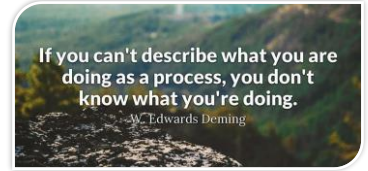
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Domestics



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Aim of this Presentation

To develop a knowledge of applying Flow Process Analysis

Objectives

By the end of this session you will:

- Understand the benefits of Flow Process Analysis
- Be able to carry out a Flow Process Analysis

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A Simple Process Map



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Exercise: The Cuppa Process

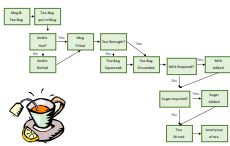
- Break into groups
- Write a detailed process map for making a cup of tea
- Go through each step
- Take maximum of 10 minutes



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Making the Tea



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Definition of a Process

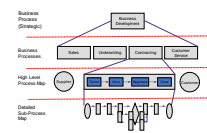
A set of interrelated activities which transform inputs into outputs (can be a product or service)



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Levels of a Process



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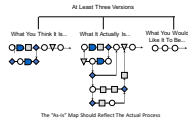
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- **Process** - the flow of information or product from one worker to another
- **Operation** - the discrete stage at which a worker may work on different parts of the process

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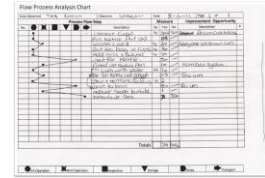
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Versions Of A Process



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Brown Paper Roll exercise



- Time savings, in particular, tell a powerful story of new efficiencies:
- Trip and Mils - 1,865 hours
  - Accident and Incident Reporting - 320 hours
  - Expense Claims - 402 hours
  - Data Back Assessments - 430 hours
  - Student Risk Assessments - 270 hours
  - Student Update Forms - 1,325 hours
- In the case of Trip and Mils, the time saved is equivalent to employing a full-time member of staff, taking an important clue for financial managers who frequently look for ways to do more with less.

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Video

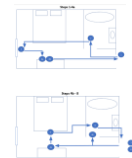


Change over time reduced from 30+ minutes to 12 minutes

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Spaghetti Diagram



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Maps and Layouts



5 Acre Site - 40,000 Sq Ft Factory and Office Space  
Improved flow around the site to enable a program of growth in capacity (+30%) and profitability (negligible to 10%)

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Information Flow



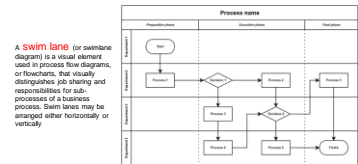
72% On time Delivery



97% On time Delivery

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A **swim lane** (or swimlane diagram) is a visual element used in process flow diagrams, or flowcharts, that visually distinguishes job sharing and responsibilities for sub-processes of a business process. Swim lanes may be arranged either horizontally or vertically.

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Process flow analysis

Benefits

- Accurate and analytical visual tool for flows
- Supports direction setting
- Basis for continuous improvement
- Improves Service
- Increase productivity
- Supports the reduction of lead time, inventory and the elimination of waste.

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Advantages Of Lead Time Reduction

- Short delivery time to customer
- Quickly adapt to changes in demand
- Low work-in-process
- Minimize excess and obsolete resources due to changes

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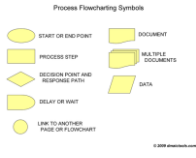
Process Mapping Guide

- Focus should be left on the process or the person whichever is being mapped.
- Make sure everyone understands what is being mapped and ask the process owner.
- Watch just one piece! When a piece is waiting and not being worked on it is a delay
- If you can't get a time for an activity use the worst-case scenario.
- Note Maximum and Minimum times where applicable.
- Measures of time and distance as accurately as needed.
- Document Quantities of pieces that are stored through the process.
- It's a team game
- It's a snap shot of what typically happens

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Draw your own Map



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