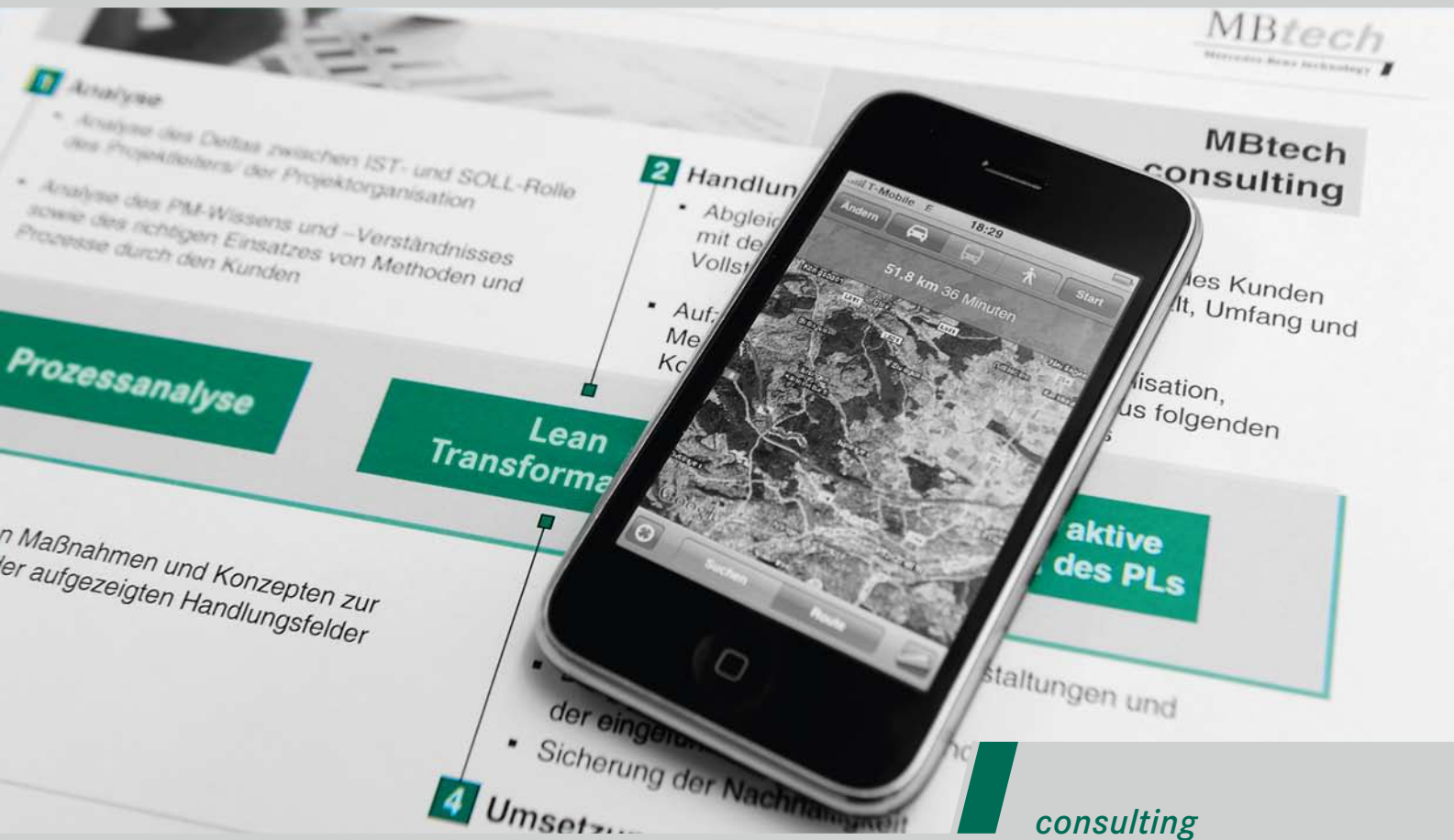


we keep you ahead



Lean Administration Consulting.

We help you streamline your business and administrative processes.

MBtech

Mercedes-Benz technology



Efficiency Coaching

Lean management for administrative processes – identifying and utilizing development opportunities.

Administration management – a philosophy on the rise.

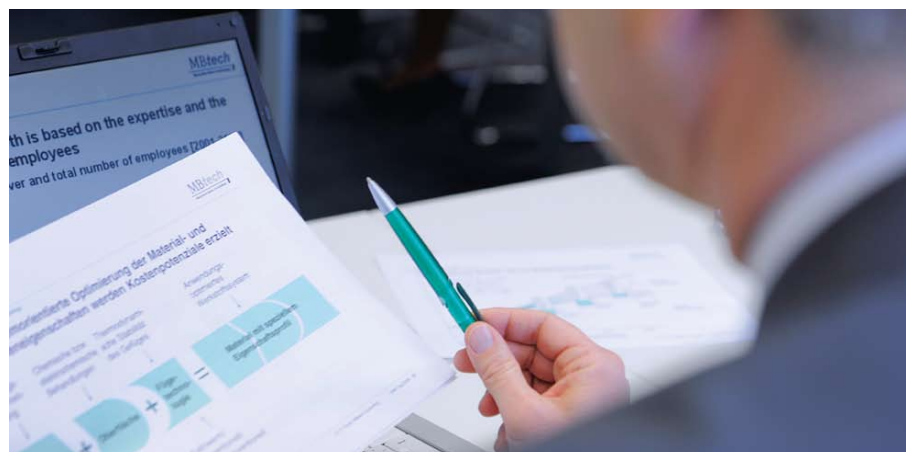
Lean manufacturing is indisputably one of the most effective methods for optimizing production processes to create added value. After fully utilizing the existing potential in their production operations, many companies realize that lean principles can also be applied in administrative areas. Optimization of business processes and realignment of the organizational structure are important topics for manufacturers and service providers alike.

However, transferring lean principles from production to administrative processes requires careful consideration, since the two areas have very different framework conditions and requirements. Administrative processes are rarely standardized; the scope and tasks vary greatly. The existing indicators tend to be more qualitative in nature, and information is hard to track.

Added to this is the fact that the human factor is more of a focus in administrative processes than in production. Employees are used to being largely independent and acting on their own initiative. During the transition to lean management, their working methods and performance are analyzed, scrutinized, and restructured. The change process has to be actively initiated and executed with appropriate methods. We are glad to support you in this process.

MBtech: Consulting services with lasting effects.

We offer consulting services to companies that want to optimize their processes along the entire value chain. By applying a holistic lean enterprise approach, we improve and secure your competitive position in the long term. Working closely together with you, we develop and implement customized lean strategies, and support you on the path to lean organization.



Awareness

Kaizen Process optimization

Motivation

Quality

How much unused potential is lying dormant in your company?

Your benefits.

The MBtech project approach is tailored to your individual situation, so that you can improve your competitive situation, market position, and flexibility – and secure them in the long term.

- The optimization potential in your processes is identified and quantifiable improvements are realized on a consistent basis.
- You are provided with a holistic concept for firmly establishing lean management within your company.
- To ensure thorough and sustained implementation of lean management methods, your employees are extensively involved in the projects and trained for the qualifications they need.
- You receive professional support throughout the entire change process, in order to establish a proactive management culture in line with the lean management approach.
- Our experienced consultants have already successfully applied the MBtech project approach and lean methods in numerous projects.

Our Success Story

Lean management in human resources

Due to bundling of cross-sector HR topics, the Human Resources department at a DAX-listed company, with a staff of about 800 employees, had to cover a far wider range of subjects. To be able to meet the requirements of the internal customers, processes needed to be streamlined and efficiency increased by at least 10%. MBtech Consulting supported this project and established a continuous improvement process (CIP).

With the aim of evaluating the approach and methods and ensuring rapid success, a pilot unit was defined for each type of business transaction. For example, a company health insurance fund with 12 customer centers served as a pilot for HR consulting services.

In the course of a structural analysis of inquiries, customer requests and inquiries were recorded and made transparent across all contact channels, so that they can now be specifically directed and processed efficiently. In process workshops, MBtech worked with the employees to identify further areas that required action and developed specific improvement measures. This approach significantly improved factors, including the accessibility and efficiency of the customer centers, while reducing capacity utilization at the same time.

All in all, the measures that were implemented led to positive results: shorter transaction turnaround times, fewer pending cases, and thus a higher level of customer satisfaction.



Holistic lean transformation. Everything at a glance.

Lean administration: so simple and yet so challenging.

Our mission is to make your processes lean and efficient while firmly establishing a culture of continuous improvement in your company. The principles used to optimize processes seem simple enough at first – but it is important to note that they fundamentally change the ways employees are used to working. A lean transformation process, meaning a transition to lean principles, leads to changes in the corporate culture that affect all employees.

In the lean management approach, three aspects interact to bring about a lasting cultural shift:



Analytical Methods

With the lean method, the actual situation has to be precisely analyzed and assessed before processes can be optimized. Methods that have long been proven in production are adapted to the circumstances in administrative departments and used there for analyzing and optimizing processes. Supplemented with additional appropriate analytical methods, they ensure that you can successfully implement lean management across your entire company.

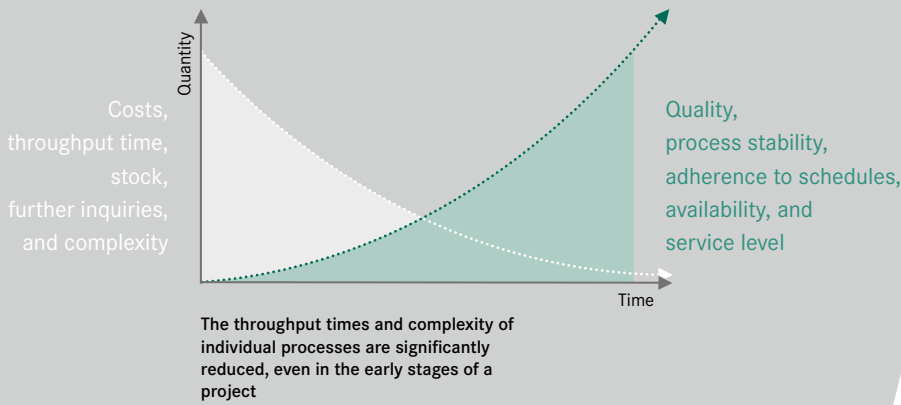
Process Design

As with the analytical methods, the target processes are designed in line with clearly

defined principles and methods that are tailored to your company's individual requirements. This ensures implementation of a lean and efficient process. Our lean administration concept can be used across all sectors and applied throughout the entire company.

Management and Action Principles

As a first step, a lean transformation necessitates a change in the way management staff think and act. Improvements in efficiency can only have a sustained effect if leaders are able to inspire and motivate their employees.



MBtech utilizes mission-critical leverage, tailored to your organization.

A competitive edge through lean processes across the entire company.

Our lean administration projects aim to tap into the vast potential for boosting productivity in the administrative departments of the company.

MBtech's expertise is based on sound knowledge of lean methods for developing value-oriented management and key indicator systems. Our approach is more than just a collection of methods: Using tried and tested analytical tools, critical areas that require action are identified, and, in cooperation with the employees, processes are optimized in line with clearly defined design principles. Pinpointed change management and training measures give both employees and management the skills they need to act and lead in a culture that practices the CIP (continuous improvement process). Here, there's no substitute for experience. Our team includes management-level staff from international companies and employees from renowned corporate consulting firms.

Lean Transformation	
<ul style="list-style-type: none"> Development of specific lean principles and methods Roadmap planning, pilot project implementation, and rollout support 	<ul style="list-style-type: none"> Management of cultural change process with "change-to-lean radar" Establishment of a CIP organization (role strategy and platforms)
Lean Process Design	Lean Training & Coaching
<ul style="list-style-type: none"> Lean check to identify and evaluate potential and areas requiring action Value stream analysis and design within the scope of an end-to-end evaluation Implementation of systematic troubleshooting and problem-resolution processes Implementation of a sustainable, employee-driven "Everyday CIP" system 	<ul style="list-style-type: none"> Basic and advanced training courses on lean administration Expert training and coaching Management coaching Lean management study trips to Japan



Lean process design – Holistic, quantifiable, sustainable!

Our method: tried and proven in the real world.

We have developed a five-step approach to aligning the administration of large organizations to lean principles. We analyze and optimize the crucial core and interdepartmental end-to-end processes, and manage the change process within the organization in line with the defined targets.

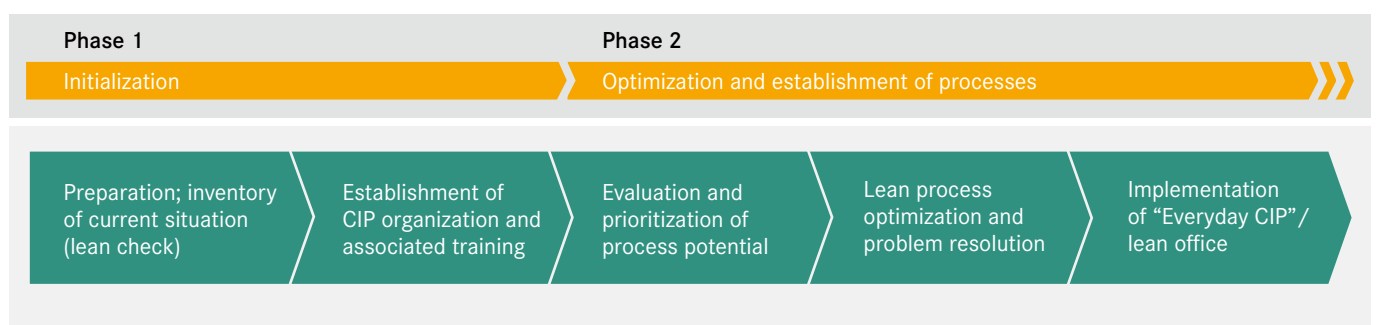
Prior to the actual process optimization phase, MBtech Consulting conducts a “lean check” in order to take a quick inventory of the areas that add value to a company. The results form the basis for realizing initial quick

wins and defining the agenda for the rest of the project. Your employees play a key role here. As “lean communicators”, they participate in the projects in the various functional areas, and independently coordinate the continuous improvement process.

This initialization phase is followed by a target-specific process analysis that provides detailed insight into the often highly complex administrative processes involved. During Kaizen process workshops, we team up with your company and employees to evaluate the actual situation from various perspectives.

The focus here is on identifying sources of waste in the workflows by performing a value stream analysis. Then, we design the target process in line with the defined lean principles and jointly decide on suitable measures for realizing the improvement potential.

Through the establishment of an “Everyday CIP”, processes and workflows are implemented within the functional areas, leading to a continuous improvement process that is firmly rooted in the company.





Please see the range of training courses offered by the MBtech Consulting Business Academy.

You can find us at
www.mbtech-group.com/consulting

Lean training & coaching.

Training tailored for change.

One essential element of our project approach is the sustainable and firm establishment of lean management principles, in order to safeguard the results of process optimization in the long term. To ensure a successful process, management must adapt to the new leadership style. To this end, MBtech Consulting

offers “lean leadership” coaching to prepare management staff for their role in lean management. Moreover, your employees will acquire the skills needed to further advance the CIP on their own, so that they can identify and tap into further potential for improvement.

To train your employees, MBtech Consulting has designed a comprehensive training program that comprises basic courses in lean administration for employees as well as intensive training programs for lean experts and CIP coordinators.

Our Success Story

Production planning & engineering at a German automotive manufacturer

The manufacturer was facing increasingly stringent requirements pertaining to planning and engineering. A growing number of ever more complex model range projects, in conjunction with a decrease in the availability of resources, forced the company to significantly improve its planning efficiency. MBtech Consulting was commissioned to identify and consistently eliminate inefficiency. The goal was to firmly establish lean management in the organization in order to secure the results over the long term.

During the course of the project, planning

loops were reduced considerably, resulting in 13% reduction in resource consumption. Together with the process owners and interface partners, MBtech analyzed the central core processes using the value stream method and order structure analysis, and developed new, low-waste target processes, thus saving another 16% on resources.

At the same time, internal lean experts were trained and deployed in the individual functional areas. Today, the production planning department has become an active driver of the continuous improvement process.





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