

Lean Six Sigma for Transactional

AIT Helped a Global Pharmaceutical Company Improve Transactional Processes using Six Sigma



Lean



Six Sigma



Supply Chain



SAP



Change Mgt

- Market : Pharmaceuticals
- Client : Revenue : \$8.3B
Customers : Global
Employees : 10,000

CLIENT ISSUE

The global leader was facing tremendous growth and rapidly hiring to support such growth. They were facing strong pressure to improve their human resource hiring processes including Offer Letter Guidelines, Candidate Evaluation, Immigration, etc. processes. The process improvement efforts reduced rework and increased efficiency and productivity of associates within the Human Resource organization.

SOLUTION / APPROACH

- Captured voice of the customer concerns and critical to quality metrics for various human resource processes.
- Scoped DMAIC projects around process issues to initiate process improvement projects.
- Used change management and effective meeting techniques to initiate and facilitate cross functional teams through project completion.
- Facilitated cross functional teams and management teams through project work using Lean Six Sigma methodologies.
- Educated team participants in basic tools, and roles and behaviors to support implementation.
- Provided focused on-site project support in critical problem areas to accelerate results.

CLIENT BENEFITS

- Increased overall productivity facilitating rapid hiring.
- Reduced administrative rework resulting from process errors.
- Reduced offer letter and compensation errors by 80%.
- Automated candidate evaluation process guaranteeing EEOC compliance.
- Streamlined new hire process reducing requisition lead time.
- Proof of concept to drive Lean Six Sigma culture change in administrative functions.

OUR DIFFERENTIATORS

- Proven process, tools & methodologies
- Change Management and Team Facilitation Expertise
- Experience in Lean Six Sigma Application to Transactional Processes



Europe



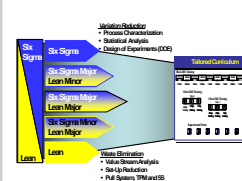
North America



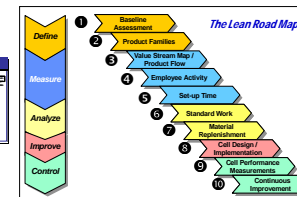
Asia/Pacific

We used a number of different tools & methodologies

Tailored Integration of Lean & Six Sigma



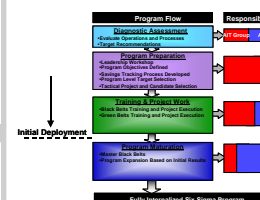
Lean Road Map



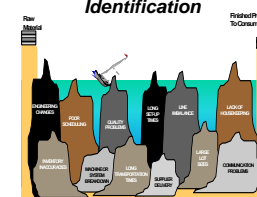
Deployment Involvement



Deployment Blueprint



Exposed Waste Identification



Culture Change Considerations

