

CASE STUDY 2017

LTS & PCI

Delivering EXCELLENCE

Getting the right
results

DELIVERING EXCELLENCE

Data Point allows management teams to clearly see the trend and data of key areas to the business. It allows managers to focus their efforts in the right area and to see the impact of any changes. We have created a live interactive system that allows directors, managers and supervisors to use the process in a dynamic way that delivers the right actions based on the latest data therefore leading to positive trends in the key areas of the organisation.

LTS

DATA POINT
ADDING VALUE:
ALIGNMENT

PCI

THE PROBLEM

PCI Pharma are a pharmaceutical company packaging varied controlled drugs. Many departments use data to run operations, control quality, compliance and product through the company in the most effective way possible.

However due to the nature and growth of the business PCI were using excel spread sheets, pivot tables and power-point presentations to communicate operations. An operations room called a “War Room” was set up to detail and record day to day activities.

The process was labour intensive, many excel spread sheets needed to be manipulated before the meeting and there was no joined up approach. This led to departments all having their own agenda.

The Right Approach

The initial approach was to look at how technology could enhance their operations and drive through effective meetings and improvement in performance reporting. The key focus was on setting the right KPI's for the departments and aligning them with the strategic direction and objectives of the company.





Providing A Better Technology Experience

After the approval of Data Point Marc Robinson CI Manager for PCI was tasked with creating the right KPI's for all departments that could be shared with the teams at the 9.30 am operations meeting. This meeting is called the SQDC Meeting (Safety, Quality, Delivery & Cost). Training sessions were held with department heads to communicate the benefits of Data Point and how it would make their jobs easier.

Delivering Results

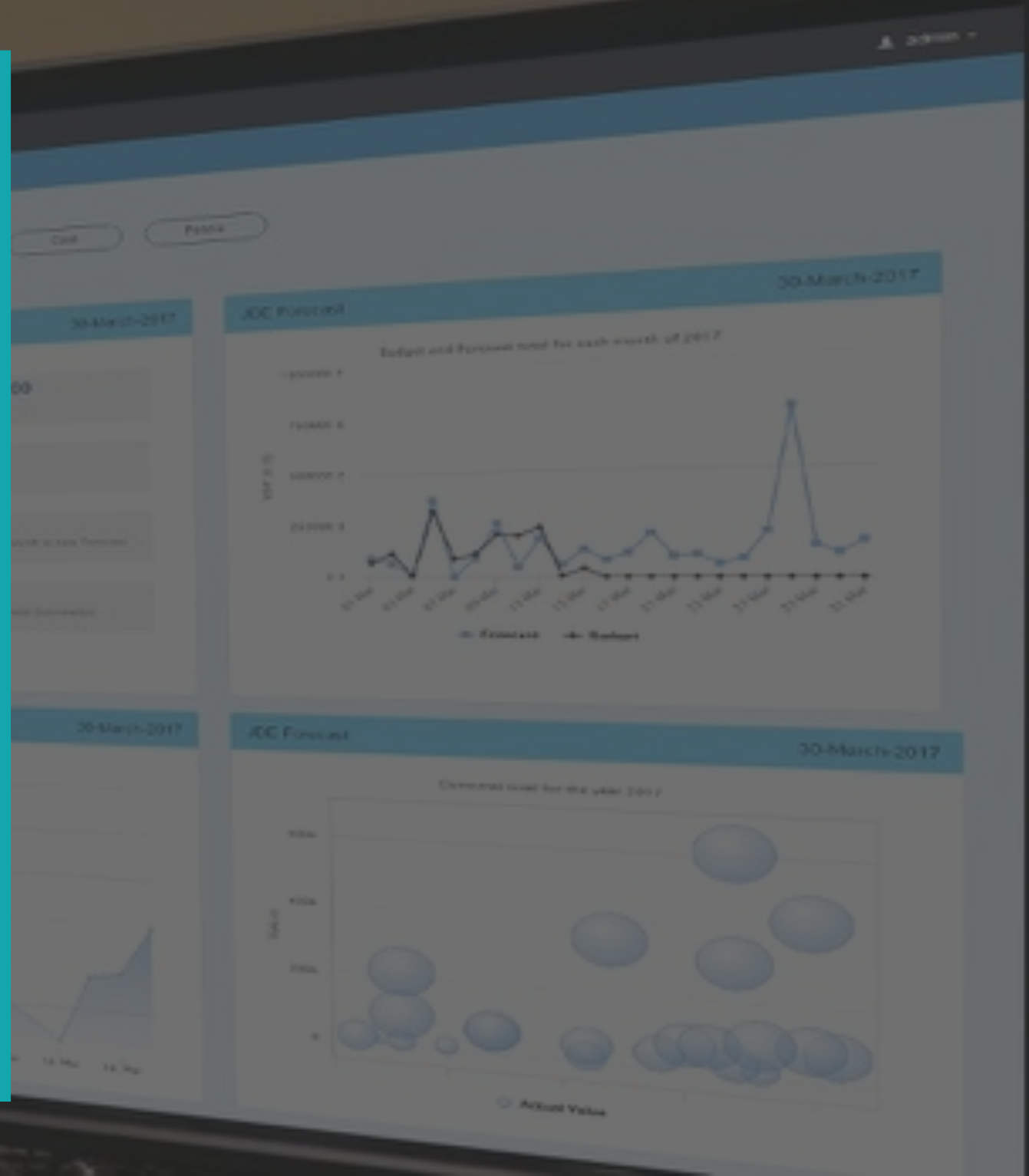
"Data Point has helped PCI in many ways in a very short period of time".

Better Strategic Planning

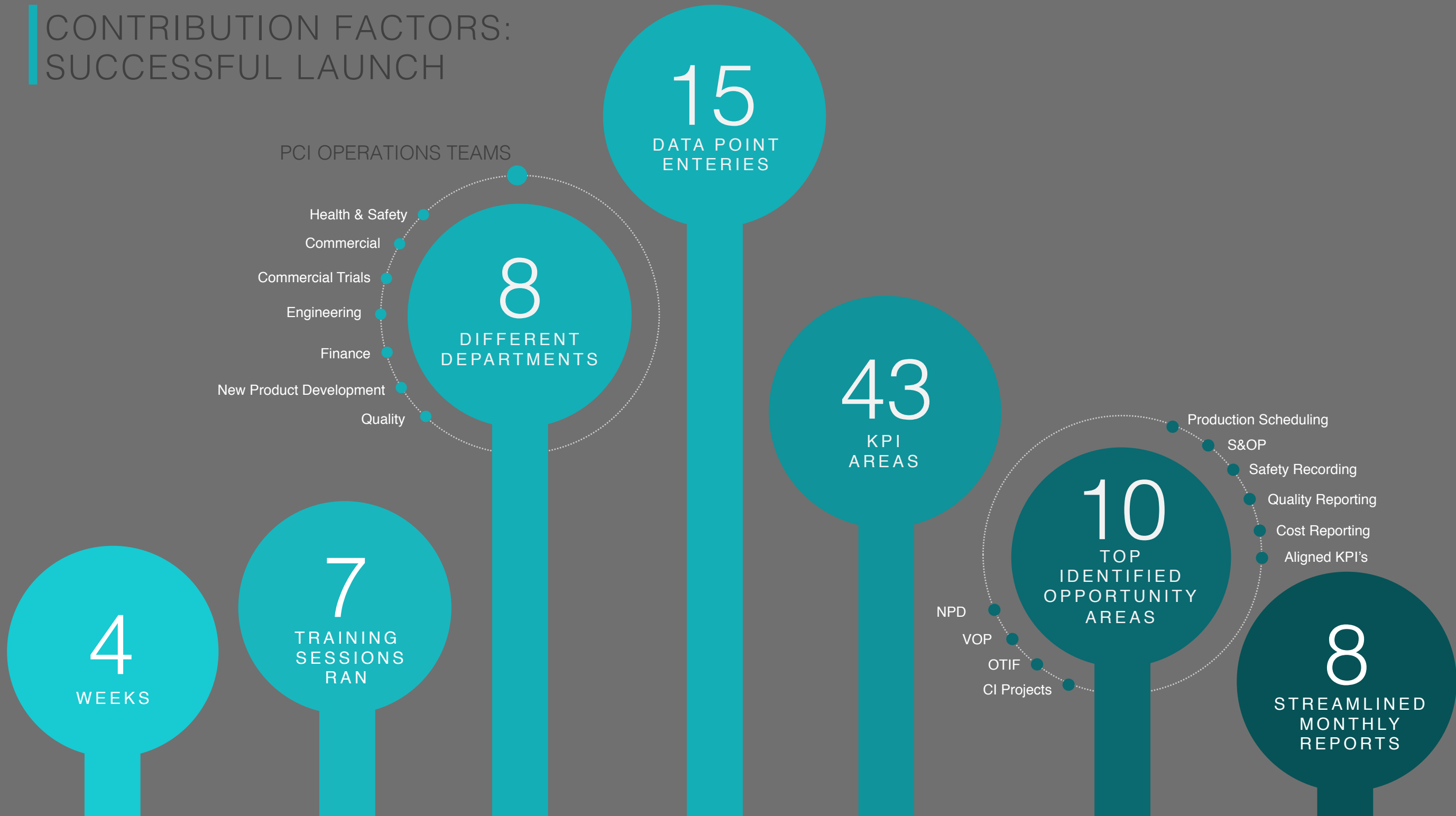
"Data Point provides a powerful structure for building and communicating our strategy & KPIs. It helps managers to think about relationships between the different strategic objectives and KPI measures."

Marc points out a key area "Data Point ensures that teams are aligned on strategic objectives. It helps PCI design KPI's (key performance indicators) for their various key objectives across the business horizontally and vertically".

"This enables us to measure what actually matters, and to understand how an action has moved the trend in the desired direction. We know through using Data Point that we will report higher levels of KPI achievement and better decision-making throughout the organisation."



CONTRIBUTION FACTORS: SUCCESSFUL LAUNCH





GO TO THE GEMBA

"The Real Place"

WHAT WE SAW

Process

- Many data points not joined up.
- Lack of alignment in operations.
- Lack of true alignment to Business KPI's and strategy.
- Poor trending of data.
- Pareto charts not developed.

People

- Many hours used to develop data sheets
- No time to truly analyse data
- Reactive to the business status
- Silo thinking in departments

WHAT WE LEARNT

Process

- Having a streamlined process has allowed us to perform better.
- KPI's can be truly aligned throughout the business
- Using technology to make things simpler.
- By thinking about how technology can free up time that we did not have previously to grow the business.

People

- About how the goals and KPI's are depicted visually
- How past issues were solved and now are good practice
- Key KPI's linked to training & Development
- About the process flow, system enablers and constraints can be managed

VALUE ADDED

- Provide SQDC data to support the Daily Site meeting.
- Drives Focus towards customer metrics.
- Can provide accurate data to support monthly reporting. (Monthly reports)
- Provides a Continuous Improvement database linking improvements to trend analysis.
- Provides data sets in one place.
- Bespoke to fit your requirements.
- Drives behavioural change towards tangible results.
- Creates a operational habit for Operational Excellence.
- Allows focus on key business drivers by exception (Pareto).
- Delivers Full responsibility and accountability.



“
The desired future state for any organisation can only be achieved by developing it's people and giving them the right tools, and in today's world that is achieved through Innovation & Technology
”

PCI FEEDBACK

By providing a central location to input, analyse and share our KPI's , “**Data Point**” is enabling the Site management to more easily focus their efforts, as a team, on the whole of the business. It's ability to allow automated data entry and analysis of trends, is giving us more time to spend on improvement, rather than just reporting the numbers. Combined with a disciplined approach to its use, within our SQDC meeting process, I believe “**Data Point**” will enable us to continually focus on key issues and drive business Excellence in all areas.”

TEAM FEEDBACK

Dale Greenway
“It's the best thing I have seen for improving my job”

Sam Stevenson
“This is amazing, this will save me so much time in my reporting”

Heather Newman
“It makes data look inviting to look at, making finance numbers look sexy”

CONTINUOUS IMPROVEMENT

“ *a method that helps
teams streamline
work and reduce
waste, so they can
improve flow and
deliver faster* ”



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