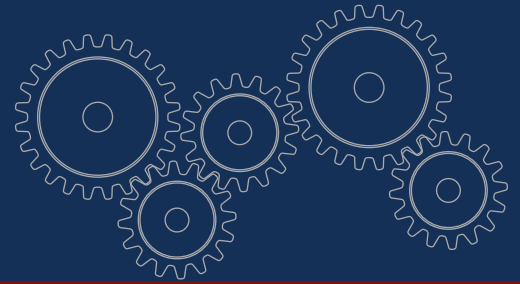




## MANHEIM CONSULTING

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*Accelerate Your Business* →

Case Studies

### MANHEIM CONSULTING PROCESS EFFICIENCY ASSESSMENT RESULTS IN SOLID GAINS FOR BUSINESS UNIT

#### THE CHALLENGE

In most operations, the degree to which a business owner can maximize the efficiency of his resources and establish effective process practices, the more successful and profitable the operation will become. In this study, the "Client" was concerned about several inefficiencies in the way it organized its reconditioning and repair work on vehicles that entered its facility. Time was wasted moving vehicles from one department to another, tasks were unnecessarily duplicated, and employee morale was suffering. The "Client" turned to Manheim Consulting to develop a process improvement plan to make the operation more efficient, including an overall assessment of its processes, facility, management and technology.

#### THE RECOMMENDATION

Manheim Consulting created a "process simulator" to measure every aspect of the "Client's" operation, studying everything from vehicle dwell time in various parts of the shop to proximity of toolboxes to the mechanics as they performed their work and more. From this study, Manheim Consulting identified multiple opportunities for improvements.

#### THE RESULT

After implementing many of the study's recommendations, the "Client" realized a reduction in inefficiencies and bottlenecks, an increase in throughput and revenues, and improved employee morale.

