

Maximizing Productivity.

How Increasing Administration Efficiency Can Boost the Operation of the Entire Company.

While many companies are systematically increasing production efficiency, administrative areas are still frequently neglected and perform far below their actual potential. But does that have to be the case? Is administration, by its definition, inherently unproductive? We don't think so! Ingenics has helped many companies make their administration leaner and more productive – typically by systematically defining and standardizing all necessary activities, and keeping a keen eye on value creation.

Sure, increasing efficiency in administration settings is not a new topic. Still, so far, many companies have not risen to the challenge. Why? In many cases, misconceptions abound; people fear that the processes are too complex, or that there are too many individual working styles involved. The first step companies need to take if they want to streamline their administrative processes is to dispel the myths. The fact is, once administrative services are treated as products, they can be viewed more objectively, and they become more tangible and measurable. This allows companies to start streamlining more easily – ultimately leading to significant savings.

Powerful potential.

In some industries, like financial services, it's obvious what the savings potential of lean

office processes can be. But many other industries can also benefit from lean administration – including manufacturing companies. At the simplest level, lean processes require less resources, and therefore boost balance sheets. But perhaps even more importantly, they also positively impact production processes, creating a win-win situation.

So what can be done to eliminate redundancies, discrepancies, process interruptions, and delays in the office, and help the staff implement robust administration processes and achieve maximum efficiency?

Avoid double standards.

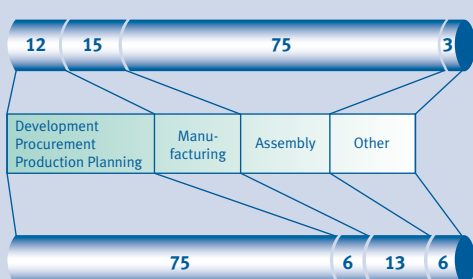
The answer is surprisingly simple: do the same thing you'd do when streamlining production processes. Use the product in question and the defined production process as a key to greater efficiency and quality. A professional process analysis records and assesses repeat tasks. A value stream analysis also creates the necessary transparency and starting point for optimization across all processes.

To help move things forward, Ingenics offers a series of workshops that highlight waste in individual departments, and make them quantifiable. This ensures that employees can quickly understand the benefit of the

project - the fact that they can focus on their actual job, rather than wasting time troubleshooting or performing inefficient tasks. Made aware of this advantage, they usually react with excitement and actively support the lean administration project – an essential factor in enabling its long-term success. Once processes become transparent, companies can use KPI systems to measure performance – again, just as they do for their production. Lean administration methods, including 5S and 5S-digital, can help streamline the processes from the bottom-up; standardization and auditing ensure they will last.

Streamlining the office has another advantage: it not only supports the systematic management of all administrative services, it also increases staff motivation. While some employees might worry at first that their work will become too rigidly supervised, they soon realize that more process transparency and reliability actually increases flexibility. It gives them the freedom to deliver better work, inspires them to become more creative, and makes them realize what a valuable part of the company they actually are.

Administration's Impact Potential on Spending



Putting an End to Waste.

In a hands-on workshop, staff members analyze status, identify areas for improvement, and start the recovery process. One small-to midsize company saw more than 682 hours / week saved, which had previously been spent on activities that could have easily been avoided.

