

Supply Chain Process Improvement

Process Engineering Consultancy and Facilitation - Multinational Agrochemical Company

The Challenge

To improve supply chain processes across Europe and establish a methodology for ownership, improvement and maintenance.

Outcome

Process improvements were realised by each of the process teams over a two year period using the methodology we provided. This was seen as a benchmark success project in our client's organisation.

SkillSet Approach

Our client had recently undergone a SAP implementation which had improved many of the processes however there were around 30 processes, either manual or using non-SAP systems that were still inefficient.

SkillSet was engaged to:

- **Define a process mapping tool that could be used by general business users**
- **Define a storage location – easily accessible to all users**
- **Develop a process engineering methodology for process improvement teams to use**
- **Coach teams on the use of the process improvement methodology**
- **Assist with process mapping where internal resources were not available**
- **Define process ownership roles**

Working with the business we realised that one of the highest priorities was to create process charts that were maintainable by the business users without special training.

We recommended the use of simple swimlane process charts in PowerPoint, saved in "show" format (.pps) and stored in a central location on the intranet. This was low cost, simple and effective and met all the requirements.

The methodology included three elements:

- **Process engineering - "as-is", analysis, "to-be" & impact assessment**
- **Training – needs analysis, approach, development & delivery**
- **Change management – engagement and communications**