

Quantum Associates, Inc
459 Lambert Tree Ave
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Certified Minority Business Enterprise
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Some of our Interventions

Improving Order Turnaround Time

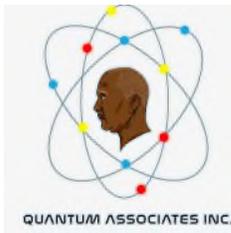
The director of operations of a mid-market contract packager to the most recognizable brands in the world was receiving customer complaints on how long it was taking to fill an order. He needed to improve his turnaround time to improve the customer experience. Intent on reducing his end-to-end processing time. He thought back-office paperwork processing of the job folders was a real problem that could be better controlled. The client went from 17 hours of back-office processing time per job folder to 8 hours (they averaged 5 job folders/day), which increased order processing capacity by 47% without an increase in headcount and improved his overall end-to-end processing time.

Reducing Month End Close Turnaround Time

The director of finance of a mid-market pharmaceutical packaging company came to me wanting to improve the financial closing process at the end of the month. She and the corporate big wigs was unhappy with the time to close the books at the end of the month. Using our Lean-Agile approach the client went from a month-end close of 5 to 7 days to a closing turnaround time of 3.5 days and was able to reduce the number of current reports being generated by the department, while maintaining compliance to key business controls.

Family Business Successor

The president of a family owned food equipment manufacturing company invited us to lunch to discuss his impending retirement and his business improvement/ succession planning goals prior to his retirement. He was unsure if the employed family members had the business acumen to succeed him and grow the business. We assessed the current state of their business processes, developed and implemented a plan to correct the deficiencies to move the company toward its succession goals. We implemented RACI analysis, goal setting, DISC analysis along with other process improvement methodologies. The company went from a culture of infighting and disrespect for each other to a cohesive team focused on achieving the business goals. The company is enjoying record sales and has named one of the employed family members as the new president.



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Implement Quality System & Improve Engineering Quality and Turnaround Time

The director of quality of mid-market chemical firm serving the refining, oil and gas production and petrochemicals industries called us with a big problem. They needed to achieve ISO 9001 certification for its Gas Technology project engineering group within the next 12 months and improve their engineering process. He was frustrated at how long it was taking and how much it was costing. If this scenario continues the company would lose market share. Not a pretty picture is it? The client went from an undocumented quality system to a documented digitally linked quality system, implemented the quality system and passed the registration audit within 9 months, 3 months ahead of schedule. The engineering process was streamlined reducing turnaround time 20% at a cost reduction of \$250,000/year.

The Overbooked Reactor

The director of manufacturing of a major active pharmaceutical ingredient manufacturing company contacted us because the sales group had overbooked the capacity of one his major reactors by 34 days. The manufacturing plan including changeovers was 399 days. This plant operated 24/7. There wasn't enough time to expand his capacity by installing additional equipment, which would take at least a year. He needed to improve his capacity on the reactor to meet the sales projections within the next 3 months. Not a pretty situation is it? The company went from a fire fighting mode to improving their changeover time between batches in the reactor from 11 days to 3 days, which was a 73% reduction, thereby increasing their capacity and enabling them to meet the oversold capacity within 2 months without any additional capital spending. The projected increase in revenue from this increase in capacity is \$15 MM per year. Changeovers for many of the other products was reduced an average of 50%.