

PROCESS IMPROVEMENT CONSULTANCY SERVICES

1. Scope

INDEVCO's Process Improvement Consultants advise and assist clients in identifying, analyzing and improving business processes within the company to reach a lean value chain and operational excellence. Process Improvement consultancy aims to help clients achieve profits by meeting their objectives related to performance, cost reductions, and faster cycle times.

Process Improvement consultancy focuses on a range of excellence initiatives to enhance customer satisfaction, including process management, internal restructuring, education and culture change, product and service improvement.

Pillars of excellence include:

- Focus on customers
- Orderliness, health and safety, environment and visual management
- Scheduling and material handling systems
- Inventory management
- Internal competencies
- Asset care management
- Operational flexibility
- Supply chain management
- Quality systems
- Innovation adaptation

2. Objectives

INDEVCO's Process Improvement Consultants engage directly with the client to:

- Assist in cascading & aligning the client's process improvement strategies
- Assist in developing and maintaining Integrated Management Systems, such as Quality Management System (QMS), Food Safety Management System (FSMS), Occupation Health and Safety Assessment Series (OSHAS), across the client's business units

- Recommend process design & re-engineering within the client's business unit(s)
- Recommend benchmarking and sharing of best practices across the client's business unit(s)
- Assist in managing and appraising process performance
- Assist in measuring and appraising standards
- Recommend and coach on process improvement tools and techniques
- Conduct training and coaching to enhance skills and promote a culture of process improvement within the client's business unit(s)
- Recommend business processes and workflow automation within the client's business unit(s)
- Recommend strategic partnerships with service providers, customers and stakeholders
- Recommend changes in organizational structure to benefit from process improvements

3. Global Network

INDEVCO provides specialized Technical & Consultancy Services through a global network of employees, consultants, and technical advisors located in Lebanon, Europe and the United States and in coordination with research and development centers and laboratories around the globe.

Technical & Consultancy Services are focused on industrial manufacturing, including but not limited to the production and trade of forestry and paper products, tissue, plastics, corrugated packaging, aluminum, consumer and away-from-home disposables, and other related products for B2B and FMCG sectors.