

Improve business processes with Lean approach

Fujitsu's Lean consulting boost the customer's business with a customer-centric approach by helping the organization to identify the areas for improvement and digitalization. It supports the organization's strategy implementation in a practical level and takes into account aspects of people, processes and ICT by making it work in a balanced and efficient way.

The approach is suitable for all industries from service sector to manufacturing. Fujitsu Lean capabilities and competences have served various customer globally throughout industries, our strong background will help your organization to achieve results.



Lean supports the business success

In order to succeed companies need to react fast to the customer expectations and changing business needs. Fujitsu's Lean approach supports the organization to develop its operations through customer-centric approach and streamlined processes. The approach will increase the transparency to the value chain and enables to focus on the value-adding activities which create the base for the optimized processes. Collaborative team work approach enables early employee engagement and usage of tacit knowledge. Optimized processes, usage of employees' knowledge and new digital solutions support your business to succeed.

How do we work?

Fujitsu's Lean combines uniquely people, process and technology perspectives. This enables the creation of an outstanding customer experience by using Lean in a structured way. The selected process is reviewed together with employees, and unnecessary work and tasks duplication is eliminated. Innovation sessions will bring in new digital solutions which will make existing processes smoother and more cost efficient. As a result, the actionable list of proposals for the functional changes and potential digitalization opportunities is provided for the organization. Clearly defined activities and roles will guarantee that high priority changes will be implemented. Lean enables fast delivery, with smaller effort and lower costs by keeping the service in a high standard.

Lean consulting has brought the following benefits for the customers:

- Improved productivity 15% -50%
- Waiting time reduction 20% -80%
- Improved quality 10% - 30%
- Shorter production time 30% - 90%
- Reduced inventory value 30% - 80%

Strong and global network guarantees the best support for your organization

Fujitsu has applied Lean principles internally for decades and been one of the first Lean forerunners in a service industry. Nowadays, we have a large global network which enables us to provide the best practices and resources for your usage. We are able to support your business from smaller improvements and coaching to more holistic transformation. Fujitsu's unique approach combines technology, process and people perspectives in a balanced way. Technological changes strengthen the efficiency of the processes, as long as the processes have been streamlined.

How Can Fujitsu Help Your Organisation?

Based on the organization's need, Fujitsu's Lean consultants will select the right approach and service package. The large Lean service portfolio guarantees that the world's best practices and tools are available, which are used for instance in:

- The base analysis to identify the existing challenges
- Lean training to familiarize the participants into Lean thinking
- Initiatives to improve and digitalize the existing business processes
- Individual and group coaching to support activities implementation

Fujitsu offers you a flexible modular Lean support that enables improvements or transformation in a cost-effective way. Based on your need, the optimal combination can be found for your usage.

XpressWay for Lean provides

- Structured process improvement for the existing process
- Qualitative and quantitative data analysis, as is process flow workshop and solution innovation session with employees
- Empowers employees to innovate new ways of working
- As a result, more efficient processes, faster lead time, less defects, reduced costs by focusing on the value-adding activities
- Fujitsu can facilitate a Lean improvement activity targeted for the existing business process. Approach contains data analysis, workshops as well as actionable list of improvement actions. The fixed cost for the improvement activity is 9,500€ + VAT.

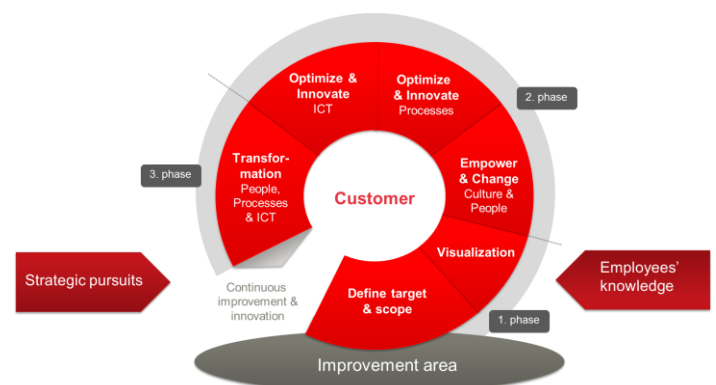
What do you need to provide?

The successful delivery requires the following elements from the customer:

- Committed process owner and sponsor
- Help finding the relevant data sources and access into information
- Resources allocation to the workshops and activities
- Project leader to track the activities implementation
- Open and positive mindset

How to get started?

If you already have an idea of potential improvement area, you can quickly start the Lean initiative with Fujitsu's support. The approach contains the data analysis, the workshop to review the existing process together with employees, and a session to innovate new solutions. After the process improvement initiative, you will receive an actionable proposal list for the functional changes, and a list of potential digitalization opportunities. In a case you would like to improve performance but do not know where to start, Fujitsu recommends the analysis to identify the existing challenges. Fujitsu uses interviews and five elements technique to identify the development areas which will support your decision making. To buy or to get more information about these services, please contact your Fujitsu representative.



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