

FACT SHEET

OUR LEAN SERVICES

VALUE ADDED. PERFORMANCE. RESULTS.

USING THE LEAN APPROACH TO OPTIMIZE PROCESSES AND PERFORMANCE AND TO DEPLOY A CONTINUOUS IMPROVEMENT CULTURE

LEAN IS:

- Lean is a management and continuous improvement culture designed to improve an organization's performance – no matter where – by optimizing response times, by eliminating wastes.
- This approach uses the world's best practices: Lean, Six Sigma, the Toyota Production System and the Kaizen family of methodologies.
- Its ultimate objective is to create value for the client by focusing on value-added activities, which are the activities necessary to produce the result desired by the client.



The Presence of Our Competitors Forces Us to Review

"The presence of our competitors forces us to review the way we do things. Our challenge is to meet our customers' needs in terms of quality, delivery, support and price. The project carried out with Fujitsu allowed us to achieve our objectives. We met the challenge splendidly."

William Spurr, President
Bombardier Transportation North America

WHO ARE WE?

Fujitsu Lean Solutions is the Fujitsu Canada* group dedicated to optimizing processes and performance, and deploying a continuous improvement culture with world-class best practices, including the Lean approach.

For over 15 years we have worked on optimization and continuous improvement with our clients in the healthcare, service and industrial sectors, helping them to meet their challenges: labor shortages, cost

increases, low productivity or inadequate performance, employee stress, cumbersome or complex work processes, inadequate innovation to remain competitive, etc.

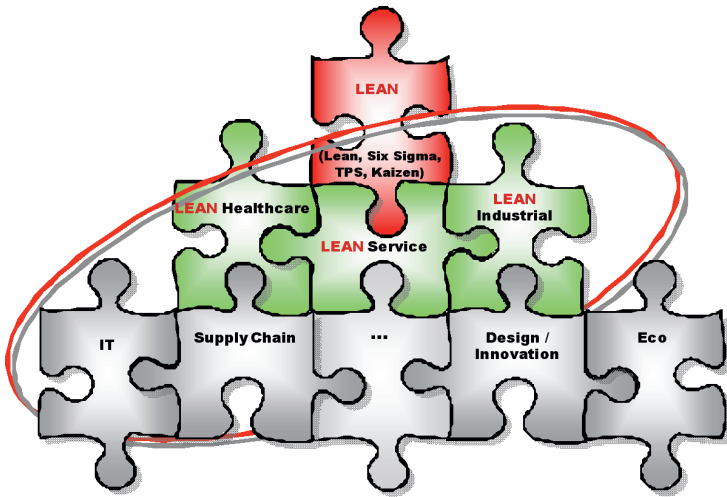
To date, we have carried out over 3,000 projects in nearly 20 countries, including Canada, the United States, China, France, Switzerland, England, etc., always successfully.

OUR SERVICES

Based on finely-honed knowledge of the market's needs, Fujitsu Lean Solutions has developed a complete service package:

- Diagnostic and opportunity analysis
- Lean Six Sigma training
- Process and performance optimization
- Mandates with guaranteed results
- Lean approach integration in IT projects
- Rollout of the continuous improvement culture
- Outsourcing of the continuous improvement function
- Lean organizational transformation

Each client's situation and problems are unique. Fujitsu Lean Solutions has the expertise and experience to put together all the relevant and necessary components for innovative and customized solutions.



To Date We Have Succeeded in Reducing Wait Time by Over 50%

"To date we have succeeded in reducing wait time by over 50%, improving customer satisfaction by over 95%, reducing our inventories by 50%, and provide healthcare to 40% more people. In addition, the new procedures and collective prescriptions have greatly motivated the medical team, which is reflected in the workplace climate. The emergency procedure optimization project will drive changes in other sectors."

Dr. Valérie Garneau, Head of Emergency Centre de santé et de services sociaux de Trois-Rivières

WHY CHOOSE FUJITSU LEAN SOLUTIONS?

Doing business with Fujitsu Canada's* specialized Lean Solutions Group means enlisting a reliable and experienced partner who:

Relies on a team of professionals and engineers—with internationally recognized certifications in Lean and Six Sigma (ASQ: Black Belt; Master Black Belt, SME/AME/Shingo Bronze, Silver, Gold)

Has special expertise in the healthcare, services—and industrial sectors, with a history of successful projects

Has distinctive technical experience, based on an in-depth knowledge—of the Lean philosophy and the Toyota production and management system

Uses a proven approach—which produces tangible and measurable results quickly

Has a proven ability to work in complex environments—without ever compromising the quality of service and results

Has an enviable track record—with over 3,000 projects carried out in nearly 20 countries

Has the ability to deliver projects from coast to coast—with expertise in the Quebec City, Montreal, Toronto, Ottawa, Calgary, Edmonton, Vancouver and Victoria offices.

Fujitsu Lean Solutions is the Fujitsu Canada* group dedicated to optimizing processes and performance, and deploys a continuous improvement culture with world-class best practices, including the Lean approach. The group includes professionals and engineers with internationally recognized certifications in Lean and Six Sigma (ASQ: Black Belt; Master Black Belt, SME/AME/Shingo Bronze, Silver, Gold), active in the healthcare, services and industrial sectors. For more information: <http://ca.fujitsu.com/en/lean>

ABOUT FUJITSU AMERICA

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors. For more information, please visit: <http://solutions.us.fujitsu.com/>

FUJITSU AMERICA, INC.

1250 East Arques Avenue
Sunnyvale, CA 94085-3470, U.S.A.
Telephone: 800 831 3183
or 408 746 6000

Web: <http://solutions.us.fujitsu.com>

Contact Form:

<http://solutions.us.fujitsu.com/contact>

Fujitsu and the Fujitsu logo are trademarks or registered trademarks of Fujitsu Limited in the United States and other countries. All other trademarks are the property of their respective owners.

The statements provided herein are for informational purposes only and may be amended or altered by Fujitsu America, Inc. without notice or liability. Product description data represents Fujitsu design objectives and is provided for comparative purposes; actual results may vary based on a variety of factors. Specifications are subject to change without notice.

Copyright ©2011 Fujitsu America, Inc.
All rights reserved.
FPC58-2907-01 02/11.
11.0124

*Fujitsu Canada, part of Fujitsu America