



STREAMLINING THE SUPPLY CHAIN

- **Client:** A large medical diagnostic company
- **Business Area:** Laboratory automation equipment sales
- **Opportunity:** Reduce order to delivery cycle time and improve order accuracy
- **Approach:** Lean Redesign
- **Findings:** Cycle time to deliver a new analyzer averaged 5.9 months of which 9 days were value-added; each order had 15-28 changes; there were numerous hand-offs without single ownership; and no order was ever 100% accurate
- **Results:**
 - Cycle time reduced to 21 days
 - Identified process owners
 - Enabled flexible change management
 - Net project savings of \$4.5 million due to inventory reduction and reduced rework