

GE Information Services



**Marketing &
Sales**



**Purchasing/
Supplier**

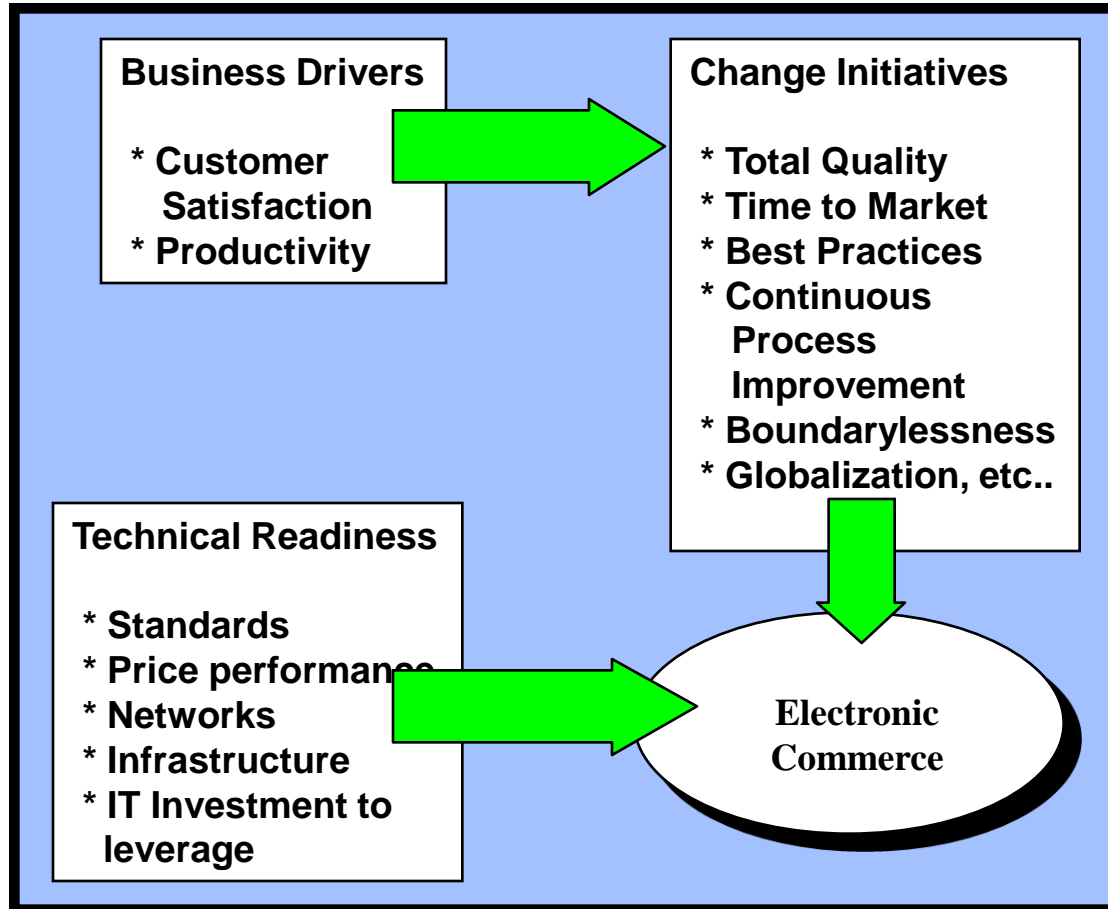


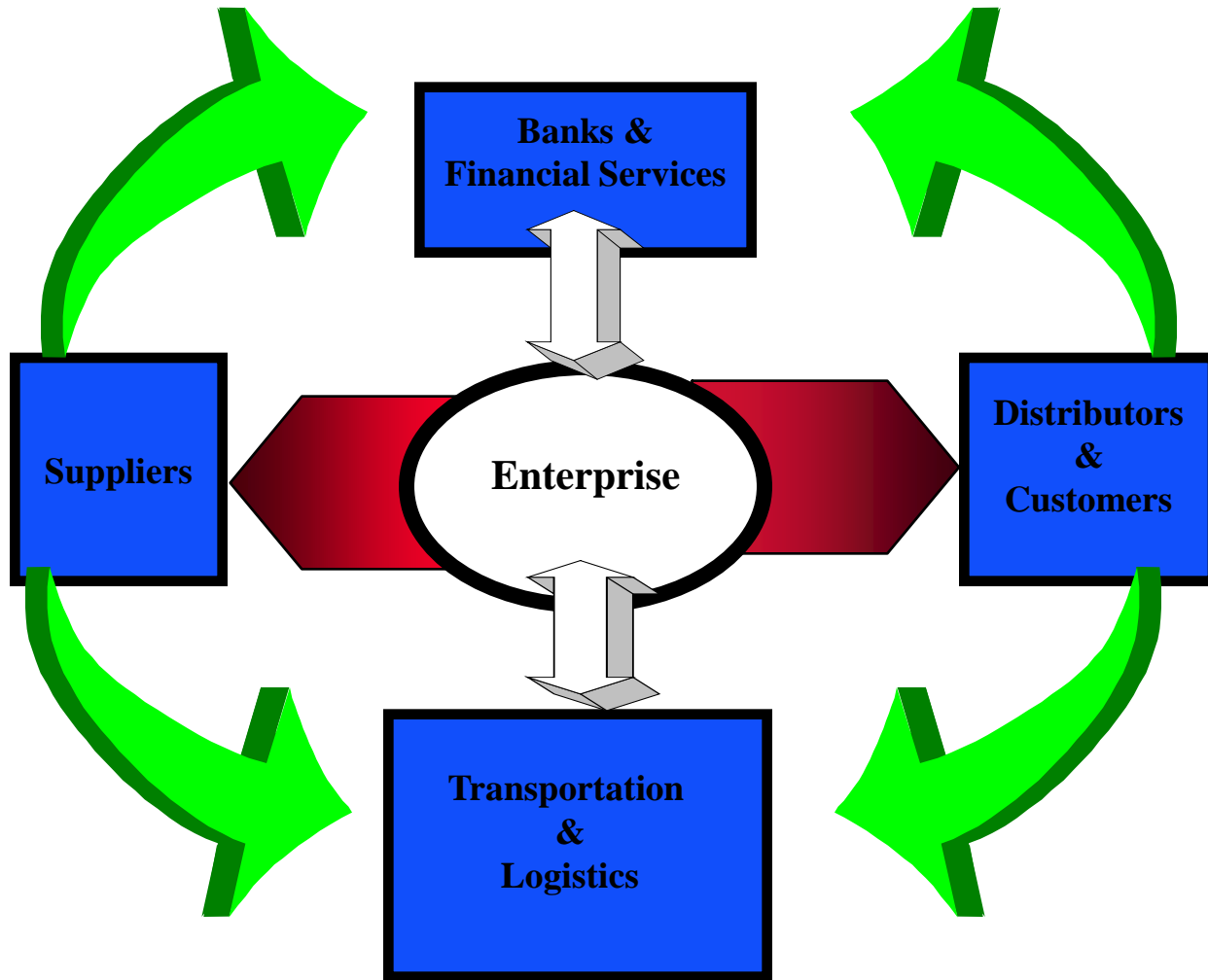
**Logistics
Management**

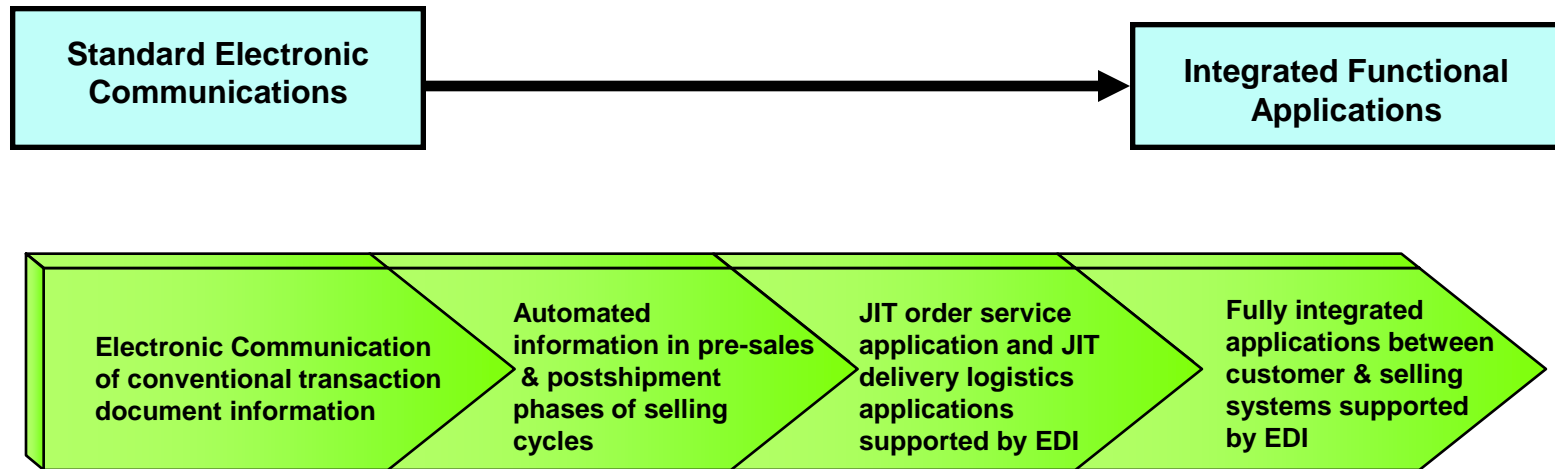


**Financial
Services**









More sophisticated implementations produce greater benefits

Mechanize

Seller Benefits

- * Order processing cost savings
- * Faster order processing cycles
- * Fewer receivables disputes
- * Faster collection of receivables

Buyer Benefits

- * Order placement cost savings
- * Faster order placement cycles
- * Fewer lost discounts

Simplify

- * Improved customer service
- * Increased sales productivity
- * Faster customer service cycles

- * Increased purchasing productivity

Eliminate

- * Higher order fill rates
- * Reduced operating and inventory costs
- * Improved cash flow management
- * Higher competitive barriers

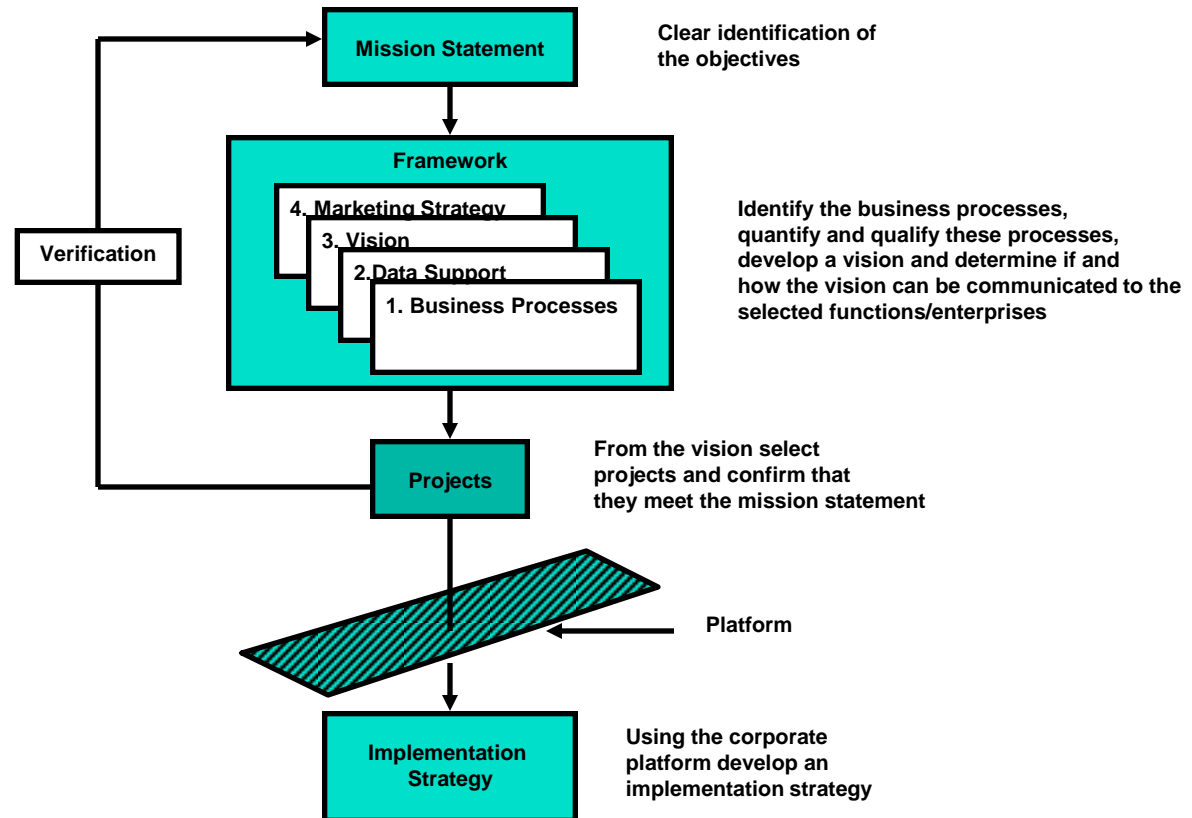
- * Higher stock replenishment rates
- * Reduced operating and inventory costs
- * Improved cash flow management
- * Increased value added

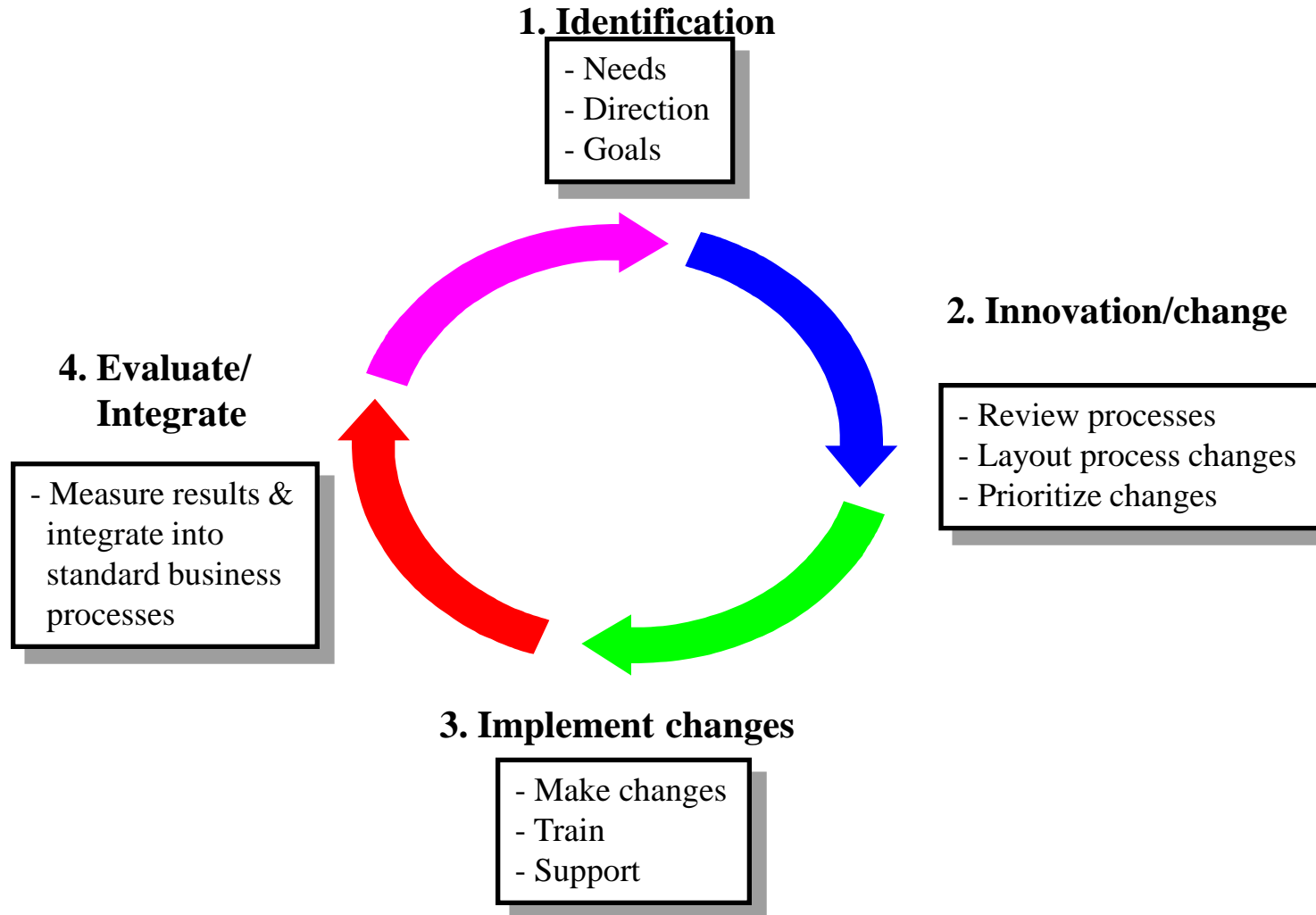


The Challenge is to.....

**Make changes fast
enough to be the leader in
the market.**







ITS ABOUT SPEED.....

- **Identification**
- **Qualification**
- **Selection**
- **Innovation**
- **Change**



It just plain takes less time

Phase 1 - Preparation	1 to 2 days
Phase 2 - Information Gathering	3 to 5 days
Phase 3 - Process Redesign Phase 4 - Action Workout Report	15 to 20 days



Preparation.....

Establish size, scope, & purpose of workout.

We are looking answers to....

What corporate business goals are we addressing?

What specific goals are we trying to achieve?

What issues/concerns are we addressing?

Has an approach or area of focus been determined?

What functional groups will be affected?

What business process(es) are involved/affected?

Outcome is a proposed agenda, timetable&list of functions to attend



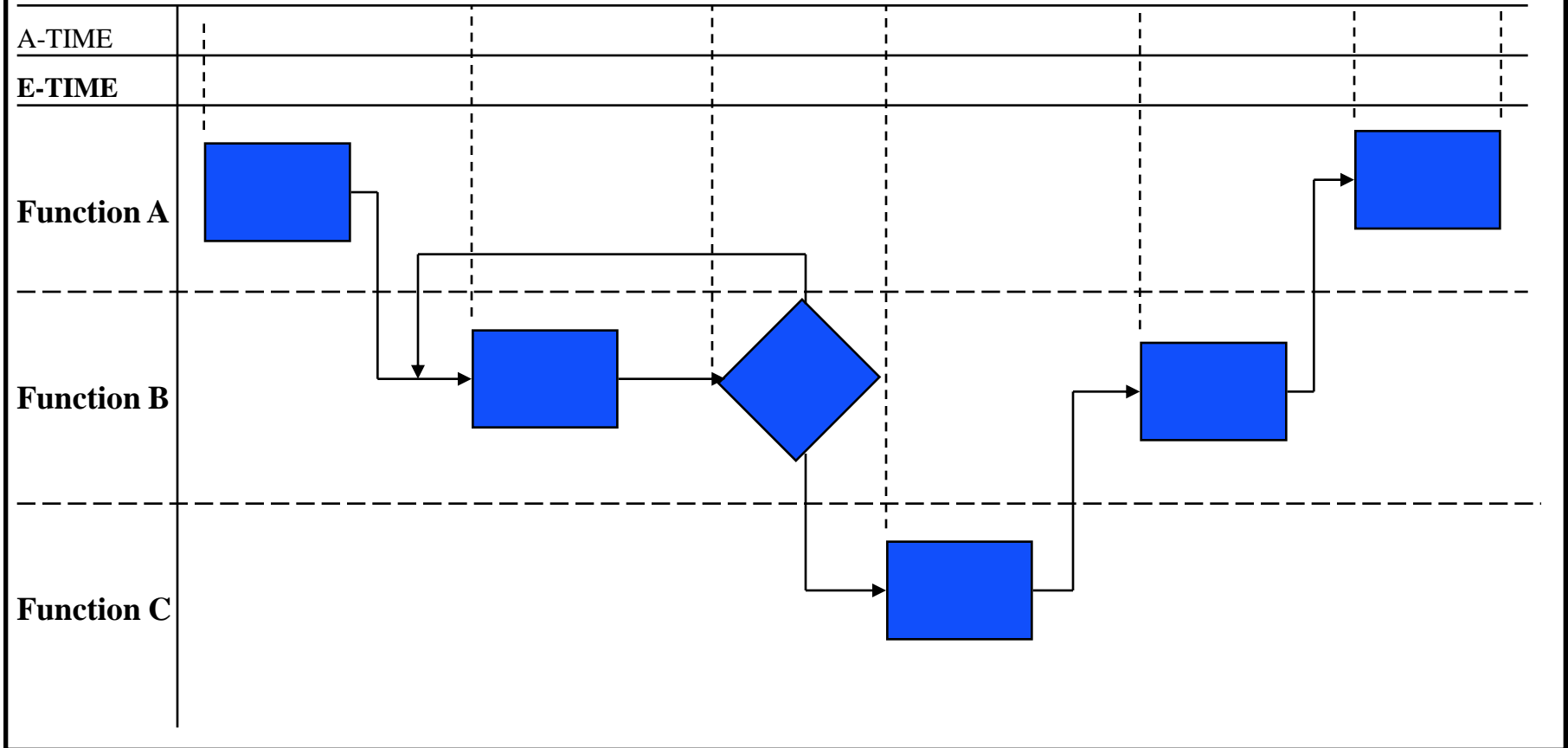
Information Gathering.....

Enhanced process mapping.

- **“Storyboard” the real process step by step**
- **Include timing, cost, and cross-functional relationships**
- **Highly interactive**
- **Requires people who actually do the work to participate**

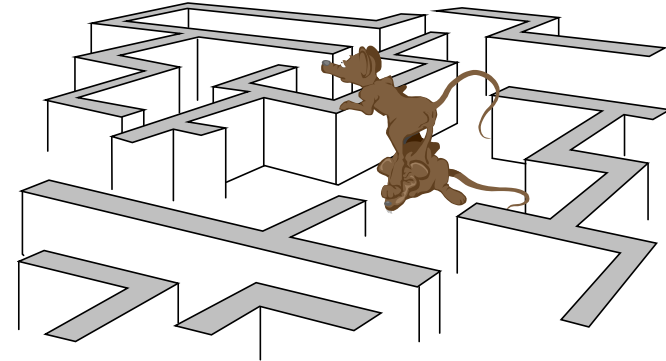


TARGETED PROCESS



Information Gathering.....

We are trying to find out....



- * **What is the purpose ?**
- * **When is it done ?**
- * **How is it done ?**
- * **Why is it done here ?**
- * **Why does this person do it ?**
- * **How long does it take ?**
- * **Where is it done ?**
- * **Who does it ?**
- * **Why is it necessary ?**
- * **Why is it done then ?**
- * **Why is it done this way ?**
- * **What is the cost index ?**



Process Redesign.....

Identify the areas of opportunity.

We are looking for ways to...

- * Eliminate steps
- * Perform steps in parallel
- * Rearrange steps
- * Simplify steps
- * Expedite steps
- * Reduce expense of operation
- * Gain consistent performance



The trick is to think outside the box



Action Workout Report.....

This is done in two parts.

The report will cover the following areas.....

- * Review objectives & scope of the workout**
- * Overview the current process(es)**
- * Recommendations to improve process(es)**
- * Financial review including payback where possible**
- * Proposal for implementation where appropriate**



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IN SUMMARY.....

The structured action workout provides the means to ...

- **Identify**
- **Quantify**
- **Select**
- **Innovate**
- **Change**



Thank you!

