



# Operations improvement

Releasing your full potential

# Operations improvement

Want to get even more from your current resources?

Need to change or improve your existing culture?

Finding it difficult to sustain continuous improvement?

## Capabilities

In the drive for greater growth and profitability ABB Consulting is uniquely positioned to deliver. We have the expertise and experience to deliver solutions that provide competitive edge and better performance - not just in theory but in practice. ABB's operations improvement service brings to bear the experience and resources of one of the world's most effective organisations.

Our approach is highly practical and 'hands-on', harnessing our people's expertise across a wide range of process and manufacturing industries. Our operations improvement team can help you maintain 'best in class' performance. We will help you manage change, solve short and long term problems, respond to regulatory and environmental challenges, benchmark & monitor performance and meet the most ambitious targets or growth.

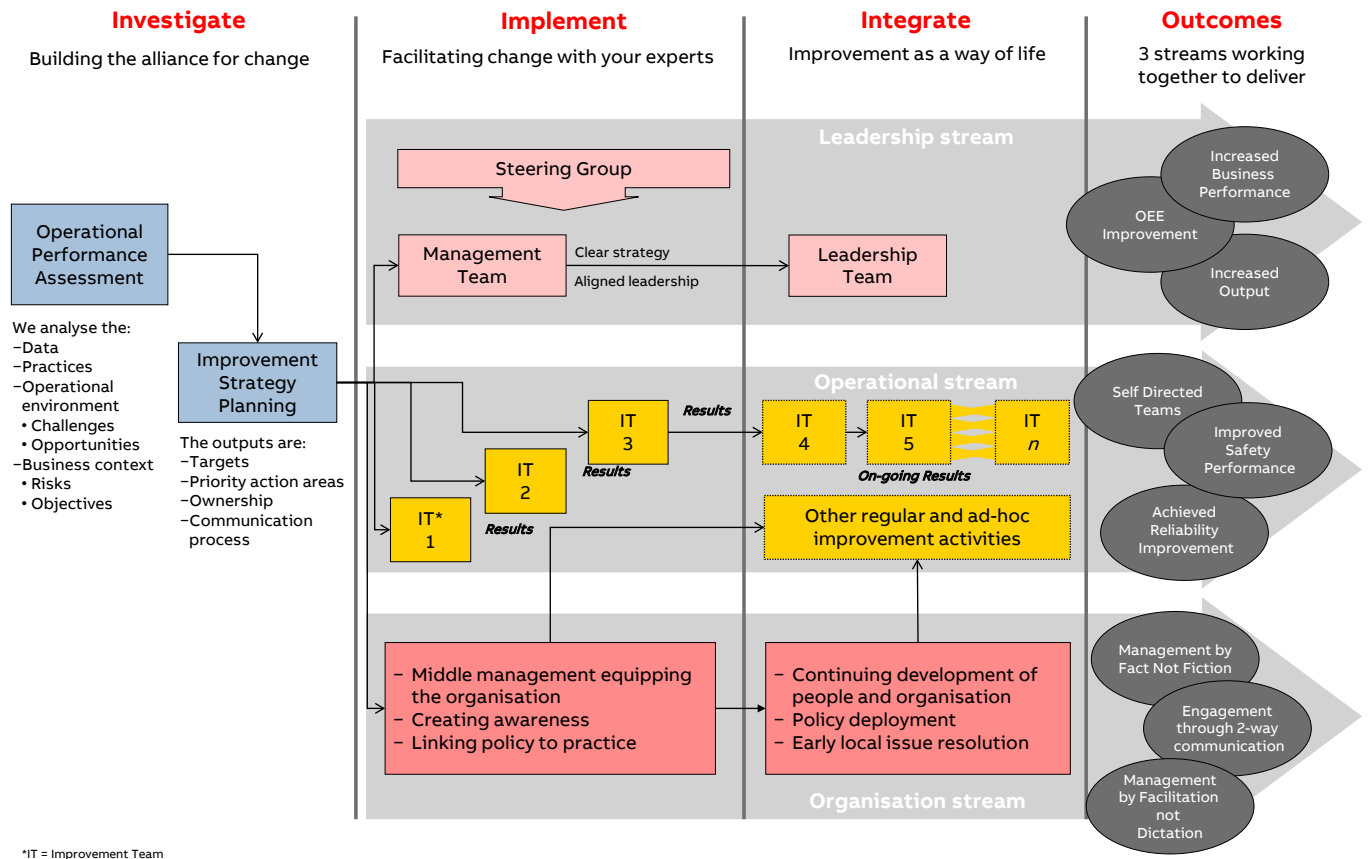
ABB's operations improvement service is tailored to your needs. We can set and meet precise targets, develop effective strategies and monitor every step of the way for all types and scales of project. We employ some of the most experienced people in the business, people who understand the big picture and can deliver the solutions you need on target, on time and on budget.

## Our experience

While we have a wide range of proven tools and methodologies that deliver results, we do not have preconceptions or a fixed path that we follow dogmatically.

On the contrary, one of our strengths is our flexibility which, together with very broad experience, means that whatever the challenge we can and will find the answers. At the heart of our approach is the human dimension. People hold the key to every problem. They may need informing, involving, motivating, training and consulting but get it right and you will move forward, get it wrong and nothing will happen.

Our aim is to ensure that, rather than being an additional cost, our service more than pays for itself by meeting the agreed targets and delivering the desired results. We work on both large ongoing projects and small targeted problems. The common factor is that we see the work through to completion and success. Our track record is enviable, delivering results in the chemicals, pharmaceuticals, oil, gas and many other sectors.



— Above: i2i© model of change management.

## References

### Global pharmaceutical company

Harmonising the IT infrastructure across a widespread international business. Achieved by full stakeholder involvement, team working, project road show, 'virtual meetings', advanced training and e-training. Successfully harmonised 4,000 local processes into less than 500.

### Chemical supply company

Improving competitiveness, eliminating non-value adding work, implementing management reporting and control systems, establishing a continuous improvement culture. Improved OTIF (On-Time In-Full) from 49% to 70%, developed much greater employee participation.

### Steel producer

Minimising waste through manufacturing improvement teams to engage employees. The team identified 204 issues which resulted in over £1/2 million annual savings and the best yield result in over 50 years.

### Major oil company

Delivering operational excellence by benchmarking business practices and performance (across 10 divisions including chemicals, petrochemicals and mining operations), leading manufacturing improvement teams, aligning the culture to the corporate values and behaviours delivered over \$60M of savings in the 1st year of a 5 year programme of improvement projects.

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"The transfer of skills means that we can make continuous improvement sustainable in the mill."

Manager, Paper Mill

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"We wouldn't have got to where we are today without the discipline delivered by ABB."

Production Manager, Polymer Manufacturer

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"Thank you for the passionate, committed and informed contribution you have made on this project."

Group Leader, Pharmaceutical Company



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