

# CONTINUOUS IMPROVEMENT.



## *Improve your day-to-day operations.*

**Continuous improvement, also known as Lean and process improvement,** emphasizes the prevention and elimination of waste in your organization's operations from the office to the shop floor. Waste is defined as any extra time, labor or material spent producing a product or service that doesn't add value to it. Continuous improvement methods that remove waste ultimately streamline and optimize key processes in your business.

## WHO WE ARE

At **CONNSTEP**, we provide business consulting services that focus on identifying opportunities for growth, improving productivity, and ensuring our clients remain competitive in evolving market conditions.

We are focused on helping small and mid-sized manufacturers generate business results and thrive in today's technology-driven economy.

## ELIMINATING WASTE & STREAMLINING PRODUCTION CAN HELP:

- ⊗ Shorten lead times & reduce costs
- ⊗ Strengthen competitive advantage

- ⊗ Increase customer response & satisfaction
- ⊗ Improve efficiency, productivity & quality

*"Partnering with CONNSTEP has been extremely beneficial to AG Russell. From the initial leadership education to the rollout to our entire organization, we have seen amazing gains in our total organization's engagement, goal attaining and results."*

**JASON ENSMINGER, PRESIDENT**

The Arthur G. Russell Co., Inc., Bristol, CT

## ARTHUR G. RUSSELL COMPANY

**Bristol-based The Arthur G. Russell Company,** a world renowned designer and builder of custom assembly machinery, partnered with CONNSTEP to create a Continuous Improvement culture using Lean throughout their entire company. They focused on product lead time reduction, compliance with customer commitment dates, inventory reduction and standardizing employee performances on any given job.

**Results for**  
**ARTHUR G.**  
**RUSSELL COMPANY**

**\$7M**  
INCREASED  
SALES

**\$8M**  
RETAINED  
SALES

**\$1.4M**  
COST & INVESTMENT  
SAVINGS

**\$1.2M**  
INCREASED  
INVESTMENTS

# Continuous Improvement Services



## 5S

Create an infrastructure for sustaining your workplace organization efforts, with custom audits, hands-on implementation, and mentoring support.

## CHANGE MANAGEMENT

We diagnose your work environment for areas of change and identify barriers to implement changes. You receive a custom solution to ensure your change efforts are successful by capitalizing on company strengths.

## CELL DESIGN

Utilizing the 5-step Cell Design methodology, we help you produce the most product in the least amount of time by efficiently linking manual and machine operations to maximize value-added content while minimizing waste.

## KANBAN/PULL

Kanban controls the flow of production by replacing materials at the same rate they are consumed based on actual demand. CONNSTEP guides you in determining how to manage demand, locate and size supermarkets, select pull signals and implement the system.

## VALUE STREAM MAPPING

Create a visual map of a current process, documenting both information and material flow to highlight areas of excess, shortages, delays and communication issues. This current state map becomes the foundation towards building a future state, with less waste and improvement metrics.

## TOTAL PRODUCTIVE MAINTENANCE (TPM)

CONNSTEP's Certified Maintenance Professionals offer a hands-on practical approach to implementing TPM, a process that maximizes the productivity of equipment for its entire lifetime and provides immediate and sustainable results.

## KAIZEN

Kaizen events are intensive, focused efforts to improve a process quickly by eliminating waste wherever possible.

## SUPPLY CHAIN DEVELOPMENT

CONNSTEP works with you and your Supply Chain to target strategic, tactical and operational issues within the control and oversight of materials, information, and finances as product flows through the various organizations.

## PLANT LAYOUT

Plant layout involves helping you optimize workspaces, ensuring maximum value is derived from these production areas.

## SETUP REDUCTION

CONNSTEP leads your team through documenting and analyzing your current changeover process and identifying waste. By completing this critical review, the results will yield an action plan to reduce or eliminate waste and streamline your process.

## TRAINING WITHIN INDUSTRY (TWI)

TWI uses methodologies that develop essential skills for supervisors and team leaders. TWI Job Relations teaches skills needed to avoid or resolve "people-centric" problems. TWI Job Instruction teaches the process of the "one best way" to do a job and is the foundation for standardized work.

## LEAN OFFICE

Office wastes can be found in excess paperwork, redundant approvals, inefficient work area layouts, and complex tracking systems. Applying Lean principles and continuous improvement techniques to your administrative processes can improve information flow and office productivity. Initiatives that help protect your profits, keep you competitive, and your customers satisfied.