



Process Improvement

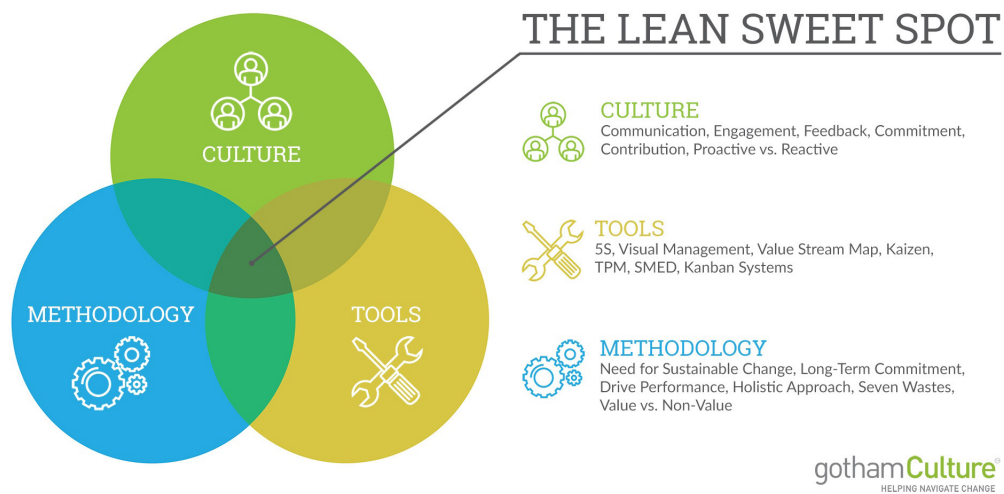
Did you know that over 70% of Lean initiatives fail, specifically due to poor company culture and/or a lack of executive buy-in? With our blended focus on culture assessments, Lean tools, and proven methodologies, gothamCulture is the right partner for your process improvement needs.

In this world of globalization, you need to stay one step ahead of your competition by creating more value for your customers, employees, and other stakeholders. Cutting-edge companies accomplish this by combining a mix of Capability Building, Knowledge Networks, and Lean Processes in order to enable their transformation.

Capability Building is about rationalizing job roles and aligning them with education and training across the organization. It also entails investing in and capturing know-how from your workers at all stages of their careers: New joiners, early leavers, or retirees. The “institutional knowledge” you create in this way pays greater dividends and lasts longer than increasing capability in a fixed asset.

Knowledge Networks are used to facilitate real-time uptake and distribution of know-how across the organization, such as best practices and lessons learned. They are often web-enabled platforms, with networks of subject matter experts standing behind them to facilitate and to coach others throughout the organization.

Lean Process Improvement is about getting the waste out of your processes, to make them best in class. A lean journey is never complete, as the goal is the relentless pursuit of perfection. Lean workers see their work differently and no longer consider it to be a chore. They see the value they deliver to the whole organization because lean organizations are more transparent, so they spend time improving the existing ways of working daily.



The involvement and total commitment of top management, the importance of knowledge sharing and communication, the effective use of information technology, the emphasis on knowledge transferability, and the smart choice of the process to be improved, are among the critical success factors of process improvement methods.