



## HIGH IMPACT CASE STUDY: WORKFLOW PROCESS IMPROVEMENT

### ENGINEERING SERVICES COMPANY

This company provides professional engineering services for the design, fabrication, and assembly of tooling, automation, and robotic products. As a leading engineering services company with revenues in excess of \$12 million this organization has experienced annual growth of 50% year on year for the last three years. The company supplies to a global market from a 36,000 square foot US based facility where its elite team of engineers and highly skilled technical staff design, develop and manufacture a diverse range of custom products ranging from basic jigs and fixtures to complex automated assembly systems.

### CLIENT'S CHALLENGE

Rapid growth over the last three years has come through the company's ability to provide a complete in-house engineering service without the need to sub-contract any stage of the product life cycle. Our client receives numerous Requests for Quotation (RFQ's) from domestic and international manufacturing, engineering and military industries on a daily basis that are prepared by high value and highly skilled Project Managers; some taking several weeks to complete.

The significant levels of growth has increased demand upon the Project Managers forcing critical delays in the overall quotation process affecting the ability to deliver RFQ's on time. Only 75% of prepared RFQ's were found to be have been returned within the requested time frame potentially disqualifying the company from the tendering process with risk to revenue. Furthermore, an estimated \$23 million of potential business revenue was not being quoted due to insufficient resources to prepare the RFQ's.

Our client had become a victim of their own success and was facing the prospect of increasing capacity through the recruitment of new Project Managers that would then take up to one year before being fully skilled. Failure to increase capacity would further limit growth of the organization and significantly affect customer service levels. The training process would also add to the levels of over capacity further limiting revenue generation.

### HIGH IMPACT'S SOLUTION

Our team of experts worked with the company to overhaul and restructure the entire RFQ process. Included in the work undertaken was the implementation of essential tools to manage and monitor all RFQ activities that would assure maximum return on invested personnel time. The solution introduced a high level of consistency, generating a reliable and repeatable RFQ process through:

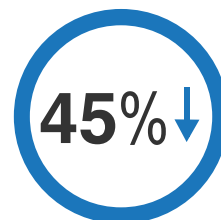
- + Review of entire workflow enabling task segmentation by skill level providing Project Managers more time to work on the technical nature of the RFQ.
- + Analysis of volume, type, revenue potential and award rates, to determine a threshold to identify which RFQ's would be quoted.
- + Implementation of key metrics to monitor effectiveness of the RFQ process providing identification and opportunity for continuous improvements to be made in real time further reducing costs, increasing efficiency and improving contract award rates.

# IMPACT TO CLIENT'S BUSINESS

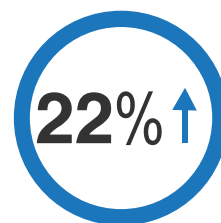
RFQ capacity increased by 50%



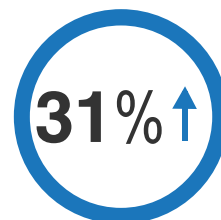
Cost to prepare RFQ's reduced by 45%



On time delivery of RFQ increased from 75% to 98%



RFQ to contract award rate increased from 36% to 67%



For over 15 years, High Impact Coaching & Strategies has made the “impossible” a reality for over 500 clients across 20 different countries. Our consulting group has over 75 years of combined experience in client transformations, and our thought leaders have held senior leadership and executive level positions within various Fortune 500 companies.

We are the industry experts and exclusive provider of DFT training. We practice the art of flow by training businesses on DFT, and our clients' track records of improvement are proof of the difference it can make to the bottom line delivering average improvements of 41% in working capital, 9% in customer service levels and 8% in Cost of Goods Sold (COGS).

Are you looking to drive significant bottom line growth for your business, improve customer service levels in addition to improving your working capital position? Yes? Well, we are ready to help you to become demand driven, contact us today and speak with one of our industry experts.