LEAN
TRANSFORMATION

Mindtree
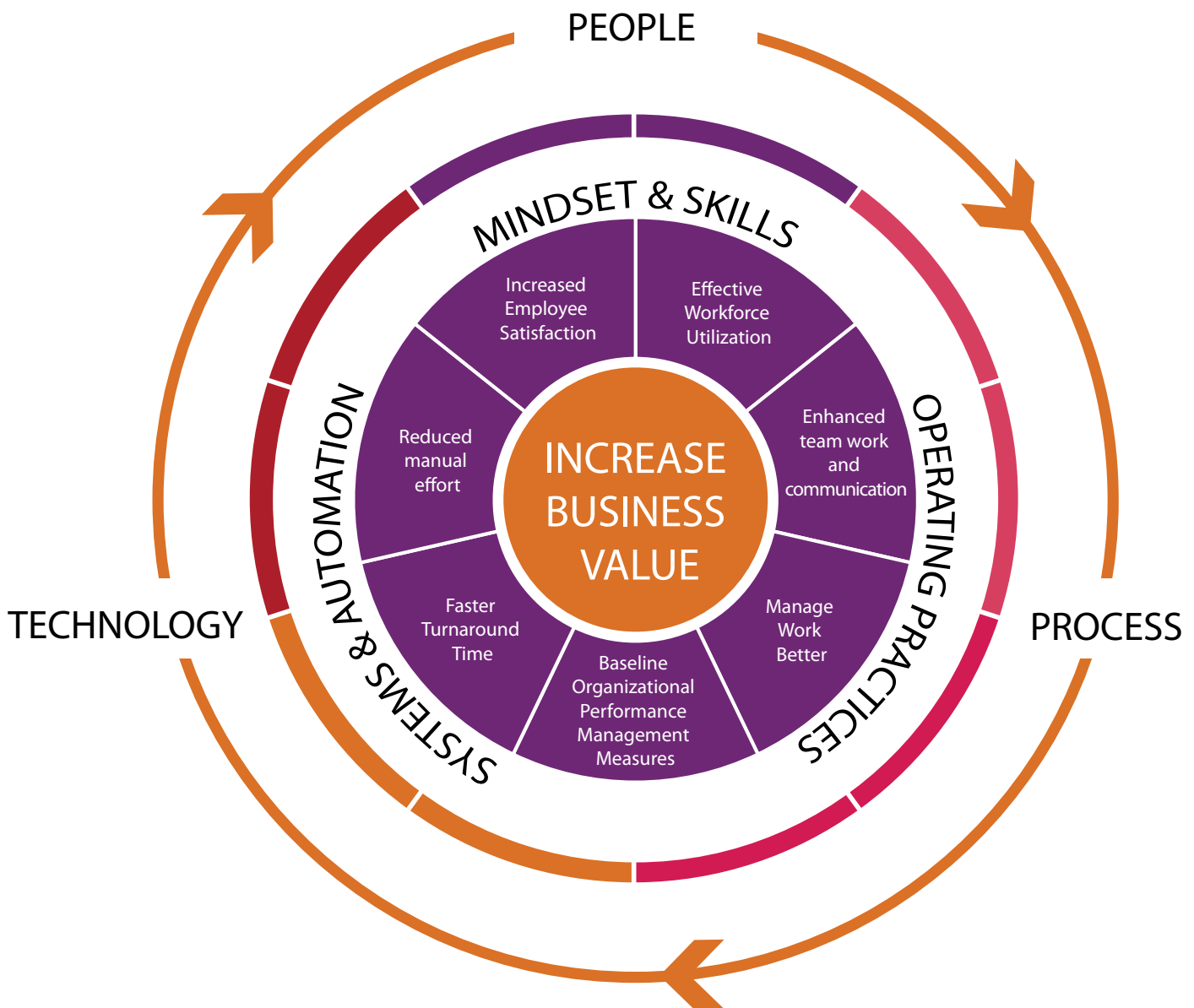*Welcome to possible*

Applying LEAN transformation to deliver high performance

In today's dynamic business landscape, it is important to align IT services with business processes to impact performance.

IT processes tend to become inefficient and wasteful when they do not evolve and adapt to the changing business needs. With increasing client demands, market customization, and shorter product life cycles, LEAN principles are gaining credence as effective enablers of growth and improvement as they provide a systematic approach to identifying and eliminating inefficiencies (non-value adding activities).

Mindtree provides LEAN transformation services using a **scientific framework-driven approach** to eliminate waste, increasing efficiency by **25% to 50%** across managed services, infrastructure services, testing services, application development and packaged solutions, to deliver sustainable advantage to business teams.

Some of our project successes include, but are not limited to:

- **90% of batch tickets** avoided through **automation** for a leading multinational sportswear manufacturing company.
- **60% reduction in email traffic** for a leading fortune 500 multinational consumer goods company.
- **~18K hours** saved yearly through **shift left of housekeeping and monitoring activities** for a leading personalized digital marketing services provider.
- **~15K hours rework avoided** yearly for a leading insurance organization serving commercial, institutional and individual customers through the most extensive worldwide property-casualty and life insurance network.
- **~10K hours** saved yearly through **task bots automation** for a leading multinational insurance organization
- **~15K hours waiting time** eliminated yearly through **process streamlining** for the corporate travel division of a leading multinational financial services organization
- **~5K hours** saved yearly through introduction of **complexity-based work segmentation** for a leading multinational insurance corporation
- **~4K+ hours** saved yearly with **streamlined meetings** for one of the world's leading car manufacturing company for sales, marketing, and distribution functions.
- **~3K+ hours** saved yearly with effective **knowledge management & problem management** for the world's leading specialist in air transport communications and information technology.
- **~3K hours** saved yearly through **infrastructure upgradation** for a leading global distributor of metalworking and maintenance, repair and operations (MRO) products and services.
- **20% reduction in maintenance cost by cross-pollination of skills** for a leading global vehicle rental services corporation.

We understand our clients' business and enable them to outperform their competitors through optimized and customized delivery practices. Our customized LEAN framework, helps deliver value by bridging gaps between internal teams and external clients, enabling them to perform as a single, cohesive unit.
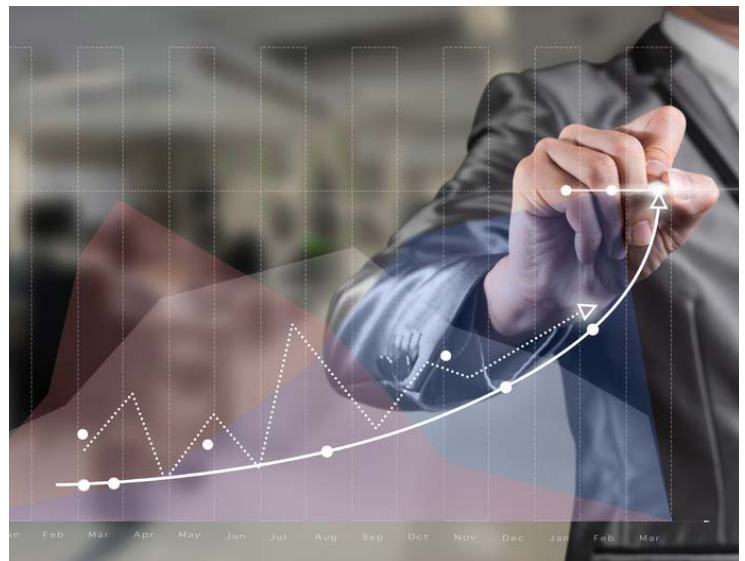
What we offer:

Global LEAN Office at Mindtree helps you sustain LEAN practices through three distinct services:

- **Implementation** – Complete end-to-end implementation covering all aspects of LEAN - analysis, solutioning, governance, coaching and implementation, and tracking.
- **Business process consultancy** – Customized services to help organizations improve business processes and performance.
- **Training** – Customized LEAN training aimed at developing both individual and team's knowledge on LEAN principles.
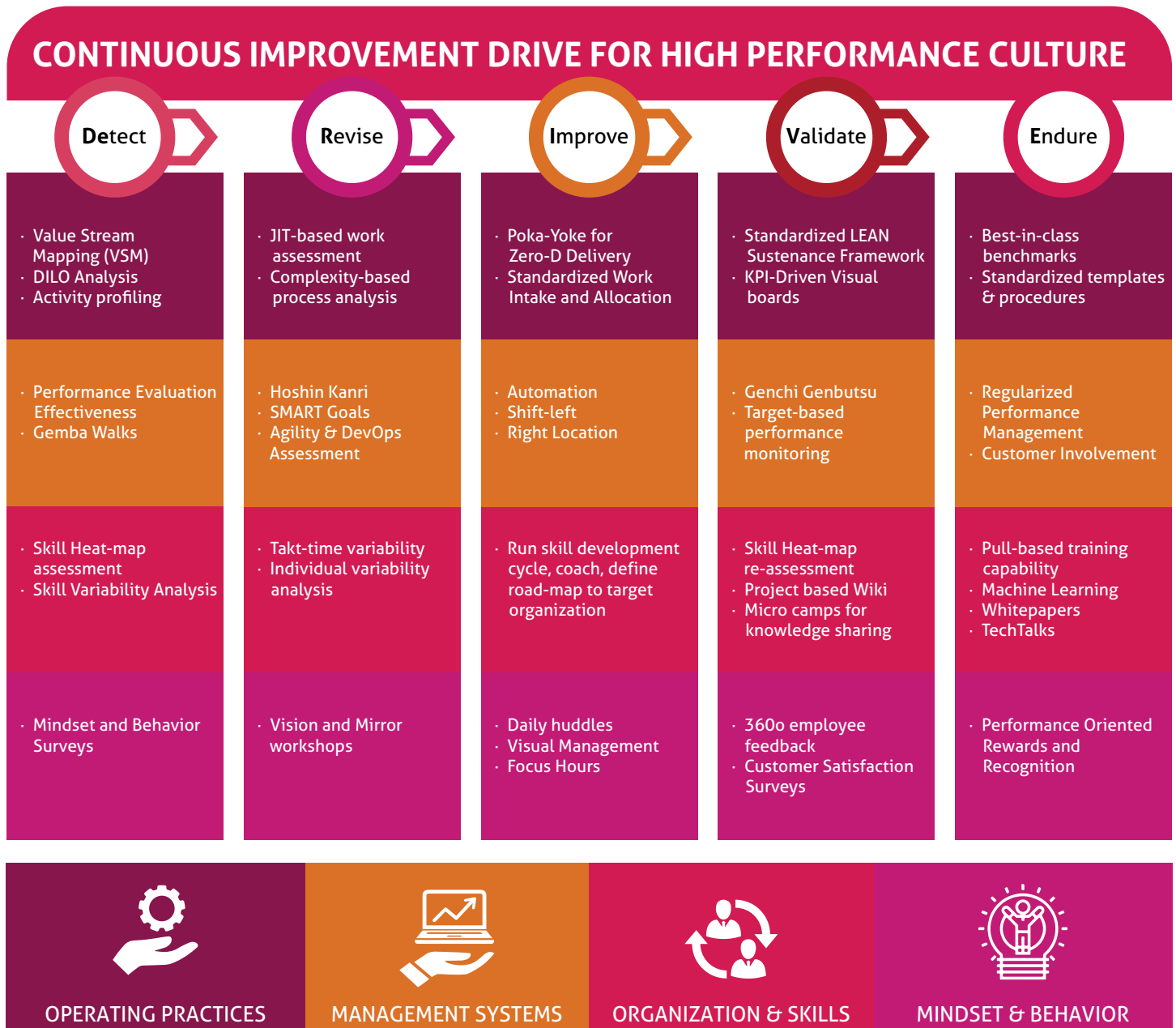

Why we are different:

Our LEAN transformation project experience encompasses banking, insurance, consumer retail, B2B, manufacturing, hospitality, and media services and our strength lies in our approach towards LEAN transformation:

- Dedicated center of excellence with collective LEAN experience of over 60+ years
- In-house framework with ready-made templates
- Customizable LEAN implementation model as per client needs
- Quantitative and measurable approach to baseline performance against industry standards
- Metrics-driven sustenance model
- Coach for problem-solving and high performance
- We follow the simple principle - no auditing, no compliance.

How we achieve:

Mindtree's Lean Framework is built to achieve quantifiable benefits focused on four facets, viz. Operating Practices, Management Systems, Organization & Skills, and Mindset and Behavior. We improve productivity and quality through instilling LEAN practices and collaborating with our specialized Technical Centre of Excellences to offer best-in-class delivery capabilities.

CONTINUOUS IMPROVEMENT DRIVE FOR HIGH PERFORMANCE CULTURE

Detect	**Revise**	**Improve**	**Validate**	**Endure**
· Value Stream Mapping (VSM) · DILO Analysis · Activity profiling	· JIT-based work assessment · Complexity-based process analysis	· Poka-Yoke for Zero-D Delivery · Standardized Work Intake and Allocation	· Standardized LEAN Sustenance Framework · KPI-Driven Visual boards	· Best-in-class benchmarks · Standardized templates & procedures
· Performance Evaluation Effectiveness · Gemba Walks	· Hoshin Kanri · SMART Goals · Agility & DevOps Assessment	· Automation · Shift-left · Right Location	· Genchi Genbutsu · Target-based performance monitoring	· Regularized Performance Management · Customer Involvement
· Skill Heat-map assessment · Skill Variability Analysis	· Takt-time variability · Individual variability analysis	· Run skill development cycle, coach, define road-map to target organization	· Skill Heat-map re-assessment · Project based Wiki · Micro camps for knowledge sharing	· Pull-based training capability · Machine Learning · Whitepapers · TechTalks
· Mindset and Behavior Surveys	· Vision and Mirror workshops	· Daily huddles · Visual Management · Focus Hours	· 360o employee feedback · Customer Satisfaction Surveys	· Performance Oriented Rewards and Recognition

OPERATING PRACTICES | **MANAGEMENT SYSTEMS** | **ORGANIZATION & SKILLS** | **MINDSET & BEHAVIOR**

We believe LEAN is a journey of continuous improvement, not the destination. LEAN transformation is not just process or technology change, it is about changing organizational culture through technology business management.

For further information, please write to us at LEANit.coreteam@mindtree.com.