



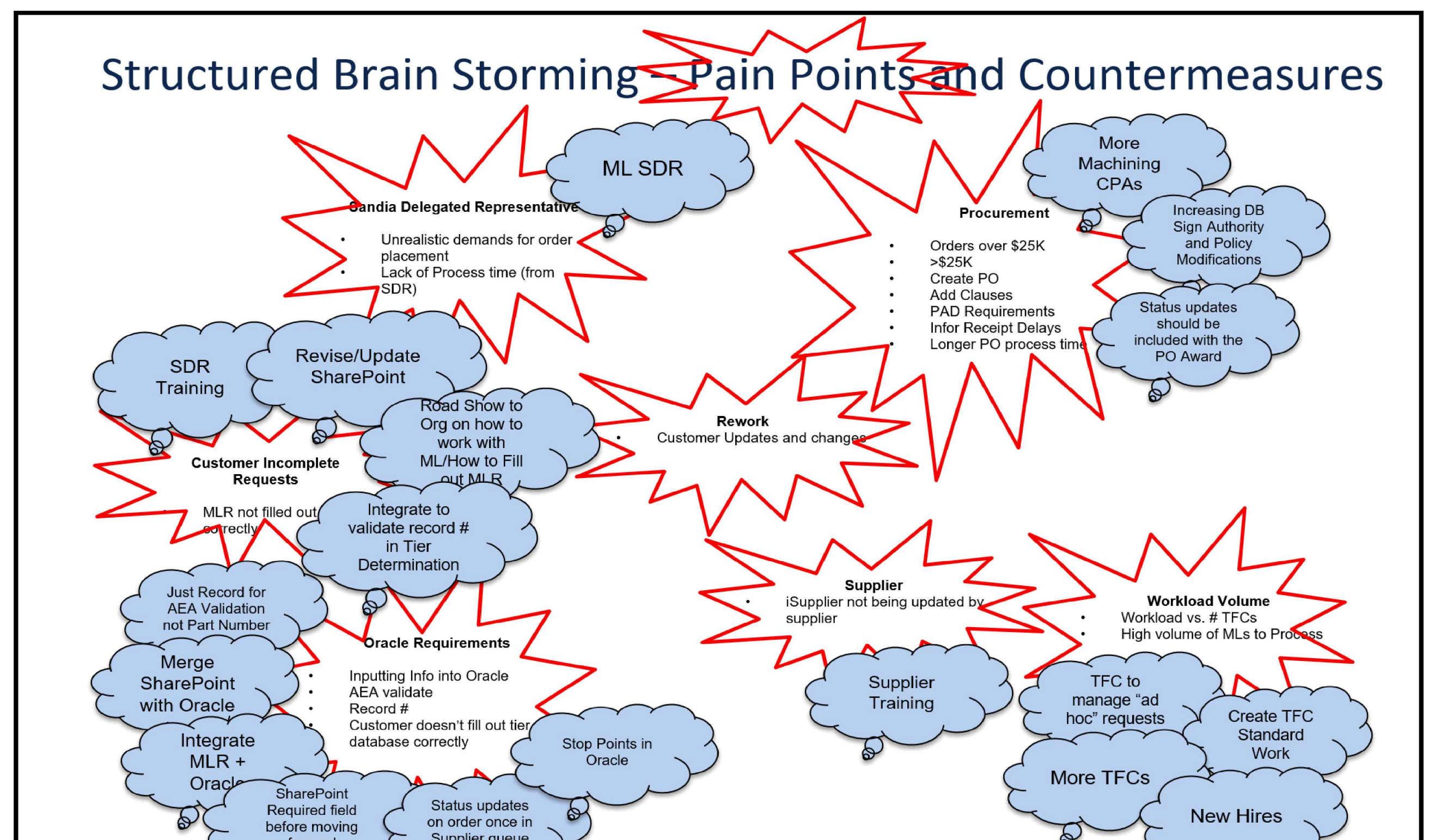
# Reducing Cycle Time and Eliminating User Pain Points in the Manufacturing Liaison Request Process

## Problem:

In October of 2018, customers of Manufacturing Liaison (ML) Requests were growing increasingly frustrated with the delayed delivery of custom manufactured parts. The problem was escalated to a Tier 5 meeting. A team was formed to streamline the processes used by ML and customers to reduce wait times from ML Requests to Purchase Order (PO) placement.

## What they did:

- Current state mapping event to understand the activities, connections, and flows and identify pain points.
- Aiming for a 50% reduction in cycle time, the team reflected on the findings from the UCD workshop and asked the question: How might we increase the speed and flow of work in ML Request process while ensuring user experience is not impacted?



## Results:

- In all, the team resolved or mitigated 15 pain points.
- A new metric was developed to track cycle time from ML submission to RFQ Creation.
- The time a ML Request sits in the queue was reduced by 38% (from 4 to ~2.5 days).

## What you can do in your organization to replicate this:

- Measure cycle time from end-to-end (the point from when the need is identified to when it's fulfilled) to ensure all causes of delays are considered.
- Set audacious improvement goals (reducing cycle time by 50%) to generate breakthrough ideas.
- Work with the LOS Team to apply structured problem solving techniques to understand user experience and current state of your process.

