



**Green Belt Six Sigma Project Report Out
“Lean Mean Order Processing Machine”
Three Leaf Productions Inc**

July 21, 2016

Background

Three Leaf Productions provides integrated marketing services locally, regionally and nationally. Our core capabilities & expertise includes strategic marketing/design, print management, media consulting, promotional products and warehouse & fulfillment.

Within the past three years, we have purchased a company in Cleveland Ohio and expanded a number of our products and services.

We have eight sales people that are supported by 3 CRSs. Over the last 24 months we have experienced road blocks & mistakes with our current processing procedures. Our goal was to eliminate unnecessary & repetitive steps in our to improve our efficiency.

Team Members

Three Leaf Productions, Inc

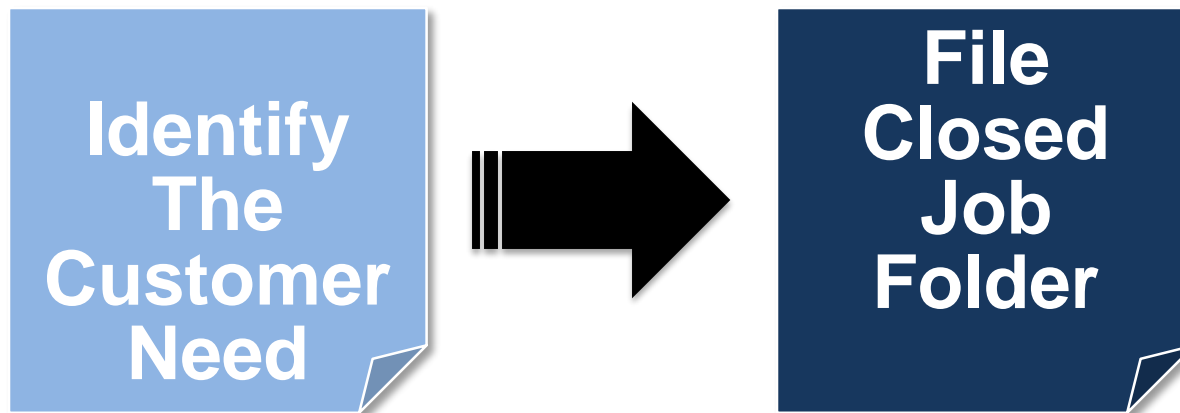
- Accounting Manager: Debbie Swecker
- Sales/CSR: Darrin Carter
- CSR: Jennifer Thom
- VP : Lavita Stokes
- Pres & CEO: Ron Stokes

Lean Ohio

- Michael Buerger
- Meghan Altier

Event Scope

- What is the first step in the process?
 - Customer contacts TLP Sales Person or TLP Sales person contacts customer to identify a need.
- What is the final step in the process?
 - Closed Job Folder Filed



Process Improvement Goals

Document the
entire current
process

Identity the
areas of waste
and variations.
Remove and
Reduce.

Better serve the
internal and
external
customer

Improvement Tools

- Brainstorming
- SIPOC
- Process Map
- Standard Work

Lean Tools Utilized

Brainstorming

- Encourage it everyday and Ongoing
 - Comment Card tied to an incentive
 - Monthly accounting/procedure meetings
 - Learned that issues can be solved by a smaller group
 - Round-Robin during our lean exercise in the conference room.
 - All ideas were recorded (The more ideas the better)

Lavita

Lean Tools Utilized

SIPOC

- Identified all aspects as a team
 - Supplier
 - Inputs
 - Process
 - Outputs
 - Customers

Debbie

Lean Tools Utilized

Process map

- Current State (Over sixty individuals steps)
- Flow Chart Symbols to identify all steps
- Discussed desired Future State
 - Value Add
 - More Efficiency

Jennifer

Previous Process Map



Improvement Tools

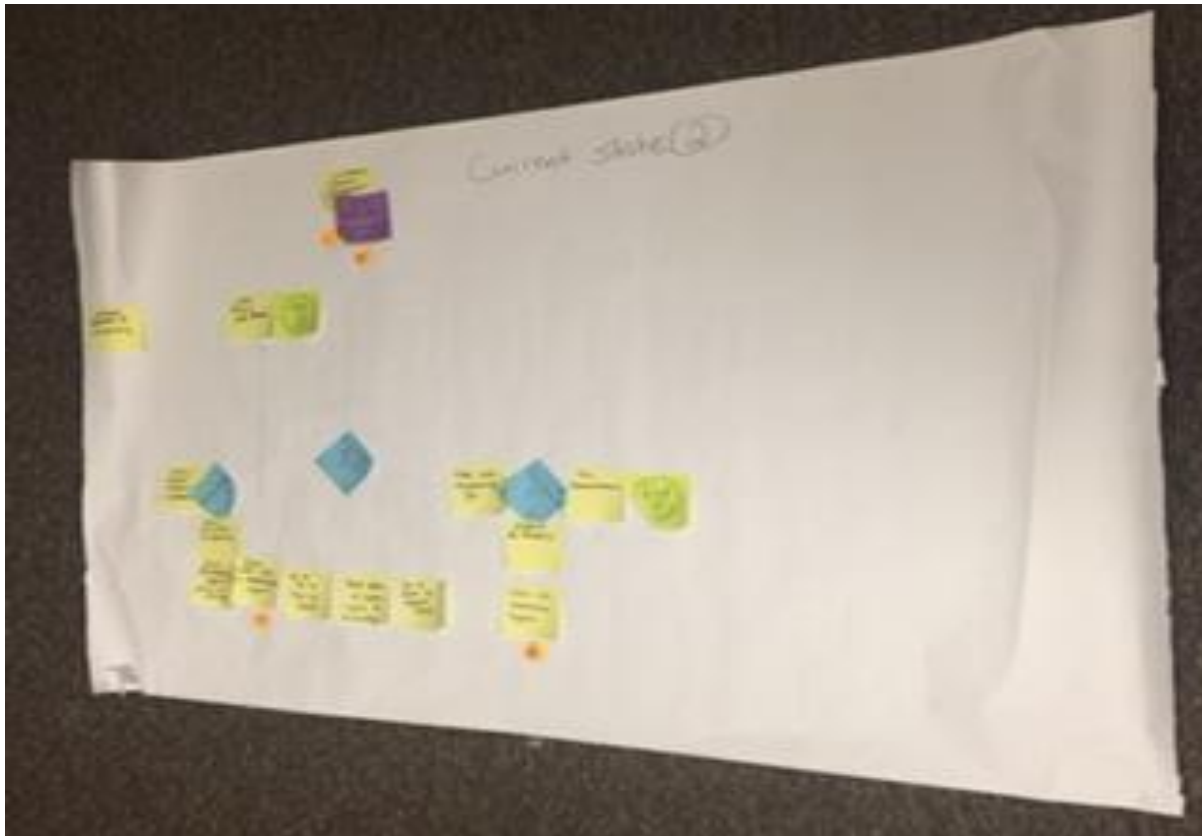
Standard Work

- Defined the process for several of our largest Warehouse & Fulfillment customers
 - Eliminate loss of product
 - Improved communication with the customers
 - Improved communications from warehouse personnel to home office

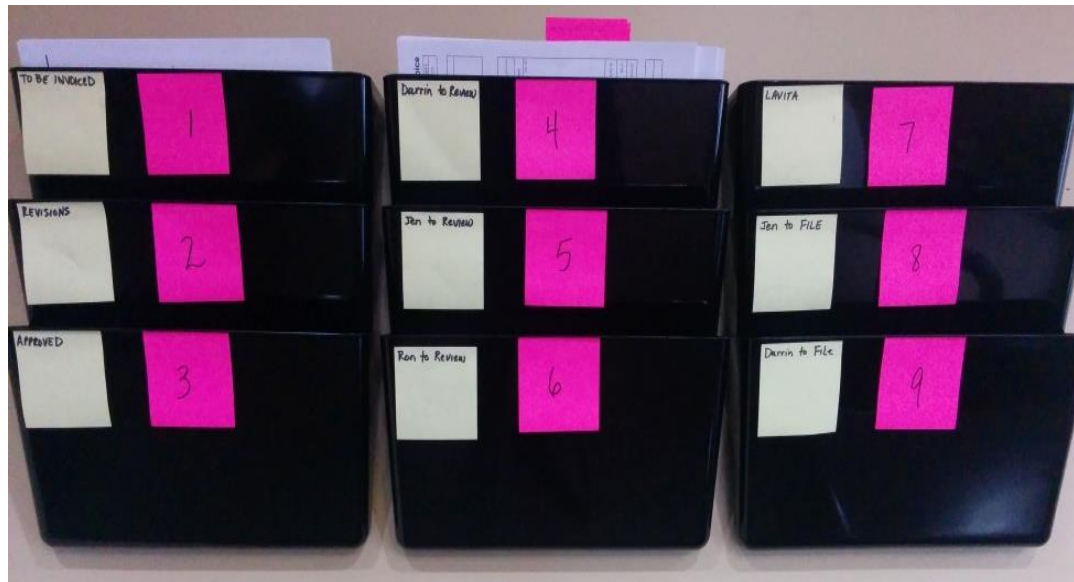
Darrin

Current Process Map

- Current State (27 individuals steps)



Simpler



ACTUAL BIN NAMES

- Bin 1 = "TO BE INVOICED"
- Bin 2 = "REVISIONS"
- Bin 3 = "APPROVED"
- Bin 4 = "DARRIN TO REVIEW"
- Bin 5 = "JEN TO REVIEW"
- Bin 6 = "RON TO REVIEW"
- Bin 7 = "LAVITA"
- Bin 8 = "JEN TO FILE"
- Bin 9 = "DARRIN TO FILE"

Implementation Plan

- Final Review by Team
- Test Start Date
- Review after two weeks
- Made Tweaks

Special Appreciation

- **Michael Buerger & Meghan Altier:** For their expertise, patience and instruction
- **Three Leaf Productions Team:** For the commitment, dedication and extra hours work.
- **State of Ohio:** For providing the EIR Program

Questions or Comments