

A Process Audit identifies performance issues and makes important recommendations for improvement.

The Bergander Process Audit (BPA) is a rigorous analysis of a company at work. The BPA has a reputation for pulling no punches and provides an impartial, objective look at how a company or organisation performs compared to established best-practice.

TLR Ltd specialises in the design, manufacture and distribution of leather goods. Main product lines include handbags, shoulder-bags, wallets and purses. TLR supplies a combination of own brands and 'own-label' products (sold under customers' names) to a range of well known multiple and independent retailers.

Leather is sourced from India and China where goods are manufactured in partnership factories. These factories use designs developed by the design team at the company's base in the UK. TLR are always developing new products to ensure that the company stays in tune with changing fashions and emerging trends. On one hand the company must be very responsive to changing market conditions, on the other hand the company has to deal with protracted lead-times in converting design concepts into 'ready-to-buy' finished goods. External forces are at play every day at TLR and these can only be influenced in a limited way. Internally however, TLR must ensure that it is as effective and efficient as possible in everything that it does.

The Process Audit at TLR began with a detailed process walk-through. Every single step of the process, from an enquiry through to the dispatch of finished goods, was rigorously analysed. The walk-through is designed to capture the way the business operates on a day-to-day basis (not necessarily how it should operate or how it says it operates) and involves as many operational employees as possible. Lead-times, roles and responsibilities and information flow are examined, together with any issues that represent deficiencies in best-practice. The linkage points between departments are also examined in depth.

Bergander's knowledge of best practice means that any weaknesses that result in inefficiency or in poor customer service, are identified. The walk-through at TLR highlighted non-value-added activities and areas where there was a lack of good quality and consistent information. Like many other companies, paperwork spent too much time on someone's desk and the quality of communication between different departments needed to improve. The Bergander Process Audit also includes case-studies of specific customer issues or internal non-conformances. These are then investigated in order to ascertain their root-causes. The outcome of a Bergander Process Audit is a report that contains findings and recommendations. It describes, in detail, the problems that exist and the changes required to provide excellent customer service, greater efficiency and increased profitability. The report is presented at a formal feedback session. Companies completing a Process Audit will usually develop a change programme based upon the audit's recommendations. In some cases, the programme may include some implementation support from Bergander.

Managing Director of TLR, Mr Martin Waldorf, was impressed with the results of the audit : 'In a very short time, Bergander gained a comprehensive understanding of our business. They developed a series of recommendations that have already helped us and will help us achieve further performance improvements'.

Bergander has delivered over 150 fast-turnaround Process Audits for a wide range of different companies and organisations. Our track record speaks for itself. To date, the Managing Director of each of the completed Process Audits has said that they would recommend the Bergander Process Audit to other businesses. The Bergander Process Audit is for companies that want to do better and value an independent view from business improvement specialists. On-site activity is typically conducted over a 2 to 5 day period. Every company can expect a rapid return on investment because of the performance improvements made and the very attractive fee rate.

Two other comments regarding our Process Audits

The audit represents excellent value for money considering the depth and detail of investigation and the number and quality of recommendations. – Adrian Thompson, Ant Hire Ltd

I feel the audit will save us thousands of pounds of wasted time over a 12 month period and I am confident that we will improve production by 15-20%. – Nigel Maun, SMART Trading Ltd

To arrange a meeting about the Bergander Process Audit without obligation please call us today.

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