

# “Remain competitive through continuous improvement”

## Outdated processes can weigh an organisation down and impact performance.

GD Solutions partners with organisations and institutions across a range of industries, to define the parameters of change. Working in partnership with the client, we:

1. Identify and document current processes and develop future processes from a Lean Six Sigma perspective;
2. Determine what processes need to be in place to perform at an optimal level;
3. Assess the gap between the current state and the target state with an understanding of the key issues in policy, people, technology and processes;
4. Design new processes which align service provision with business requirements; and
5. Assist the client in implementing the new processes by managing change, right through to training development and transformation management.

Ultimately, this makes the organisation more competitive and sustainable.

## Why now?

Process improvement allows organisations to manage the customer experience more effectively and efficiently. Inefficient processes incur increased costs, delays, bottlenecks and a decrease in both staff and customer satisfaction.

In our experience, clients achieve a minimum of 20-30% in annual cost savings following implementation of process improvement.

## What next?

Contact **Gehan David, Principal Consultant**, to discuss your requirements. Alternatively, visit our website to find out more about what GD Solutions can offer.

## Why GD Solutions?

### Proven results

GD Solutions' methodology has a track record of 15-20% in efficiency gains through policy, people, process and technology improvements.

### Extensive experience

We have applied this methodology for more than nine years in organisations and institutions across eastern Australia.

### Cost containment

We reduce project costs by working a specific number of days flexibly across the engagement period, so we're there only when we need to be. This minimises lag time, accumulates less expense and maximises effort. This unique, flexible model of operation sees us working at the pace of the client.

### The right qualifications

GD Solutions' analysts have Six Sigma qualifications in addition to their education and experience. Industry references are available.

## Lean Six Sigma in a nutshell

Lean Six Sigma, in many organisations, simply means a measure of quality that strives for near perfection. It is a disciplined, data-driven approach and methodology for eliminating defects in any process – from manufacturing to transactional and from product to service. To work best, it must become part of the philosophy of that organisation – the best Lean organisations are always thinking about how they can improve what they do.