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**TRANSACTIONAL LEAN**

A second prospect for Lean improvement strategies is the rest of the business sector that consist of service based and administrative companies that do not have a manufacturing floor and the traditional Lean protocol doesn’t quite fit. Platinum Horizon Group employs The Acuity Institute’s Transactional Lean©, which caters specifically to the needs of service based business and can be applied to Hospitals, Sales, Procurement, Engineering, Food Service industries, Insurance, and Government to name a few. Platinum Horizon Group tailors the tactics of end-to-end, process-based approaches and methodologies to address key business priorities – such as cost competitiveness, differentiation, and growth – by improving key processes and, ultimately, by helping clients achieve high performance.

All businesses are process driven, and this similarity to businesses dealing with manufactured product is the conduit that bridges the concept application to the service sector. When the machines are people and computers, and the product is a loan application or a quote, you would be surprised to find out that many of the same problems found in manufacturing are also found in the services or transactional environment. In the world of Lean, and in today’s complex business environment of getting more from less, inefficiencies in the office are the next big areas of opportunity for struggling businesses to achieve more with less. When you consider that up to 80% of all costs related to meeting customer demand are administrative or non-production functions, it is easy to understand that transitioning to a Lean office is the next phase of cost cutting in an ever tightening economy. Lean offices outperform traditional office settings in Quality, Delivery, Cost and Morale. All these improvements lead to greater profits.

The FOCUS process allows you to:

***FOCUS:***

* Define customer needs and values to select the initial project scope and develop the Lean Charter

***OPERATE:***

* Develop the Current State Value Stream Map to help diagnose the problem(s) type
* Implement Quick Wins

***CREATE:***

* Plan and Run Kaizen Events (if necessary)
* Develop the Future State Value Stream Map and detailed Process Maps
* Create Improvement List and Implementation Plan

***UTILIZE:***

* Run the Training
* Mitigate Risk while implementing the New Process/Technology

***SUSTAIN:***

* Institutionalize 5S
* Error Proof the Process
* Measure Performance and Utilize system factors to sustain the New Way