



# PRIMP

---

**PR**<sup>ocess</sup><sub>oduct</sub> **IMP**<sub>rovements</sub>

---

*to stay ahead!*

# PR<sup>ocess-</sup><sub>oduct-</sub> IMP<sup>rovements</sup> - to stay ahead!

## PRIMP is...

... a facts and figures driven Improvement Program to gain Competitive Advantage!

### Fields of Improvements:



**PRIMP adapts your processes to dynamic market requirements fast .**

**It enables the implementation of new capabilities, skills and procedures within 3 to 6 months to your operations in order to stay ahead of your competition.**

# PR<sup>ocess-</sup><sub>oduct-</sub> IMP<sup>rovements</sup>

## Fields of Application

Delivery Quality

Product Quality



Service Quality

Sales Quality

> 200 Projects successfully completed

## Examples

- Quality Management System Development and Implementation (to track product and process quality); Definition of Service Level Requirements; Statistical Process Control System
- Trailer yard Management Improvements (reducing waiting time by 27%)
- Waste reduction on product line (cost savings € 700.000,-- p. a.)
- Marketing and Sales Process Optimization (25% more time with customer)
- Order Process Management Improvement (reducing data entry errors by 35%)
- Improvements in the Lean Supply Chain (increase of stock turnover by 110%, full availability, drastic reduction of working capital)

...meeting customer requirements

...reducing default rates

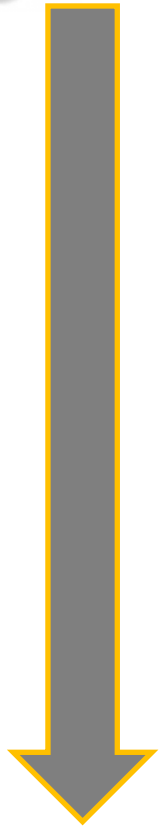
...reducing costs

... increasing productivity dramatically

# PRIMP - Step by Step



Breakthrough results with the DMAIC Process!



<b>D</b>	<b>Define</b>	<b>Customer Requirements, Problems, Goals, Milestones, Current Situation, Process Mapping</b>
<b>M</b>	<b>Measure</b>	<b>Develop potential Root Cause Functions Data Collection Plan and Data Collection</b>
<b>A</b>	<b>Analyze</b>	<b>Discover the vital „red“ X in your Processes based on valid Statistical Analysis and Expert Opinion</b>
<b>I</b>	<b>Improve</b>	<b>Development and Implementation of Solutions Piloting and Roll Out</b>
<b>C</b>	<b>Control</b>	<b>Implementation of Monitoring System Working Instructions, Training, Evaluation of Project</b>

FAST: 3 to 6 Months

# PRIMP – Selected Tools

## ? DO WE HAVE PROCESS DATA ?

### Lean Tools:

- Rapid Setup Method
- Kanban
- Takt, Flow, Replenishment Pull System
- **VA/BVA/NVA Analysis of Process (Video)**

### Statistical Tools:

- Accelerated life testing
- **Analysis of variance (ANOVA)**
- Gage R&R
- Conjoint Analysis
- Correlation
- Process capability
- Regression analysis
- Histograms , Scatter diagram, Run charts, Control chart

### Business Process Tools:

- **Business Process Mapping**
- CTQ tree
- **Cost-benefit analysis**
- Failure mode and effects analysis (FMEA)
- SIPOC analysis
- Pareto analysis, Pareto chart
- Cause & effects diagram/Ishikawa
- Continuous Improvement (PDCA)

### Research & Development Tools

- Taguchi methods
- **Quality Function Deployment (QFD)**
- **Design of Experiments (DOE)**