

# ProcessSIM

Organizations today must utilize people and technology to increase efficiency and improve quality. The combination of increased cost and declining net revenue is leading many organizations to closely examine how to improve major processes. The key to success in any process improvement initiative is to understand the system in which the processes exist, including people, strategy, operations and customer expectations. Moreover, deliverables need to be practical, easy to implement, and able to drive expected improvements in cost and quality.

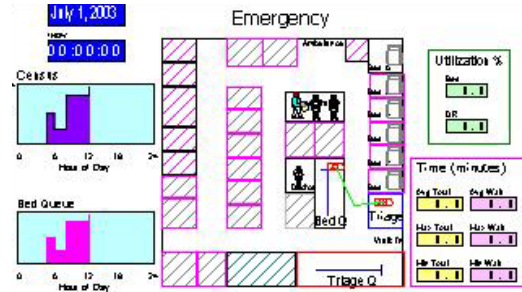
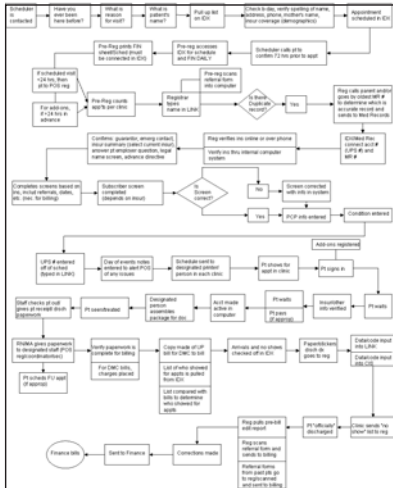
Kahn Global Services, Inc. (KGS) has teamed with Insight Strategies, LLC to develop **ProcessSIM**, a methodology that combines the best aspects of the process improvement world, including computerized simulation and management engineering, coupled with a focus on workforce engagement. **ProcessSIM** fully engages the team in the improvement initiative, fostering creativity and innovation while providing a “real world” tested solution.

**ProcessSIM Continuous Improvement Workshops** are used to help stakeholders better understand the root cause of process barriers. These on-site workshops result in the development of new or refined processes with less waste, enhanced throughput and improved quality. **ProcessSIM** also utilizes simulation technology to test alternative scenarios in a statistically valid manner, allowing for verification of the optimal process. In turn, this allows for further process refinement and quick, efficient and accurate re-testing.

KGS and Insight Strategies combine the power of people and technology to help you improve operations, boost employees’ engagement in their work, lower costs and increase customer satisfaction.

*KGS and Insight Strategies: The power of people and technology.*

# The Power of People and Technology



## ProcesSIM Path

- SETTING THE STAGE**  
 Explain project philosophy  
 Set specific goals
- ENLIGHTEN AND ORGANIZE**  
 Establish team buy-in  
 Identify project data needs  
 Conduct environmental scan
- EXPLORE AND DISCOVER**  
 Gather data  
 Map the process  
 Conduct simulation modeling
- INNOVATE AND CREATE**  
 Identify countermeasures  
 Create new process  
 Simulate scenario results
- IMPLEMENT AND ADJUST**  
 Develop implementation plans  
 Implement new process
- MAINTAIN AND IMPROVE**  
 Monitor performance  
 Conduct "booster shot" follow-up

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