



# How to Design Office Cells to Reduce Lead Times for Custom Products

March 14, 2012

Engineering Centers Building

Madison, Wis.

*University of Wisconsin-Madison Center for Quick Response Manufacturing*

## Information and Enrollment

**Time:** 8 a.m. – 4:30 p.m.

**Fee:** \$295 (QRM Center members may enroll up to five people at \$175 each.)

**To register** call us at **608-262-4709** or go to **qrmcenter.org** for online registration.

Course fee due by registration deadline of March 7.

*Cancellations after deadline will be assessed 25% of enrollment fee.*

## Workshop Leader

### Ananth Krishnamurthy

University of Wisconsin,  
Associate Professor and  
Director, QRM Center

## Who Should Attend?

- ▶ Business owners
- ▶ VPs of engineering/finance
- ▶ Design engineers / application engineers
- ▶ Continuous improvement managers
- ▶ Quoting specialists/ order processing/ purchasing
- ▶ Lean/Six Sigma champions

When it comes to continuous improvement initiatives, most manufacturing companies primarily target opportunities on the shop floor. However, office operations such as quoting, design, and order processing could present a huge opportunity for your business to reduce lead times and grow market share.

Companies offering high-mix, low-volume or custom-engineered products spend significant time and resources in processing quotes, finalizing engineering designs, establishing bill of materials, and purchasing critical components. The result: long lead times, missed opportunities in quoting, delays in order processing, engineering changes, expediting, and high costs. Restructuring your operations into office cells could lead to significant improvements in these areas. Over the past two decades, the Quick Response Manufacturing (QRM) Center in collaboration with its member companies has developed several tools, methodologies and principles to design office cells specifically for high-mix or custom engineered products.

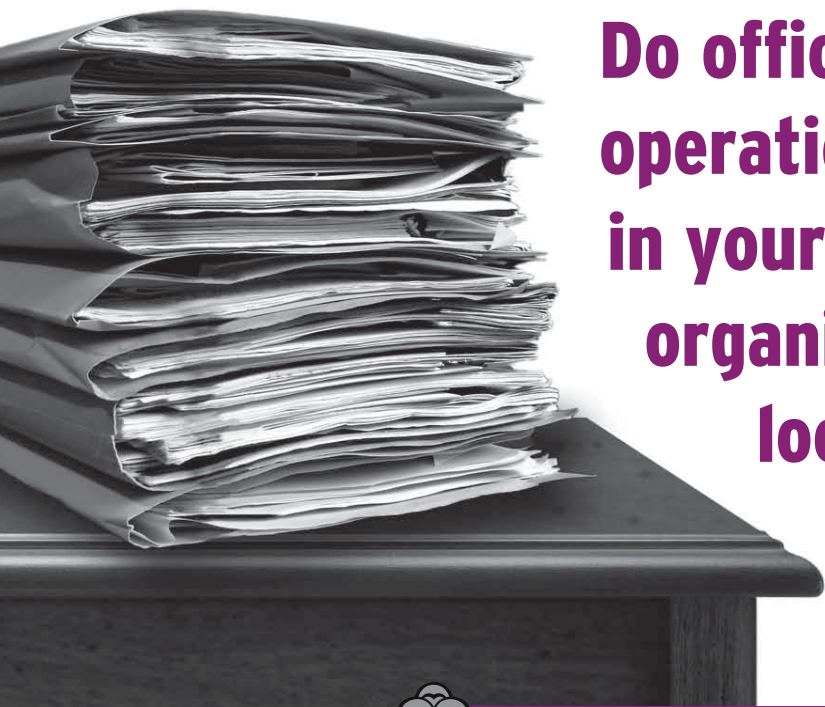
**Join us for this one day workshop to learn how to redesign quoting processes to improve order capture rate, streamline order processing to reduce hand-offs and release orders to the shop floor quicker. Learn about results from cell implementations that have led to over 80% reduction in lead times, 50% improvements in order capture rate, manifold improvements in quality and on-time delivery, and 15-20% reduction in costs.**

## Hands-on Workshop:

*Attendees will work with data from real-life case studies through the entire process of designing office cells*

## What you will learn:

- **Sizing the opportunity:** Tracking lead times and identifying waste in office operations
- **The starting point:** Focused Target Market Segment – the nucleus of an office cell
- **Designing the cell:** Streamline office operations to reduce hand-offs and reduce lead times
- **Addressing challenges:** Engineering changes, inaccurate information, waiting for approvals
- **Planning for the cell:** Staffing, capacity and lead times
- **Financial justification:** Costs and benefits of the cell implementation



# Do office operations in your organization look like this?

In many manufacturing companies more than half the lead time to customers can be spent not on the shop floor but in office operations like quoting, design and order processing.

QRM principles specifically designed for high-mix, custom-engineered manufacturing environments can help you improve office operations.

Join us for this workshop and learn how QRM cells in the office can help reduce lead times and beat the competition.



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[www.qrmcenter.org](http://www.qrmcenter.org)

608.262.4709

Madison, Wis. 53706

1550 Engineering Drive

3160 Engineering Centers Building

University of Wisconsin-Madison

Center for  
**Quick Response**  
**Manufacturing**



*Presented by the University of Wisconsin-Madison Center for Quick Response Manufacturing*

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