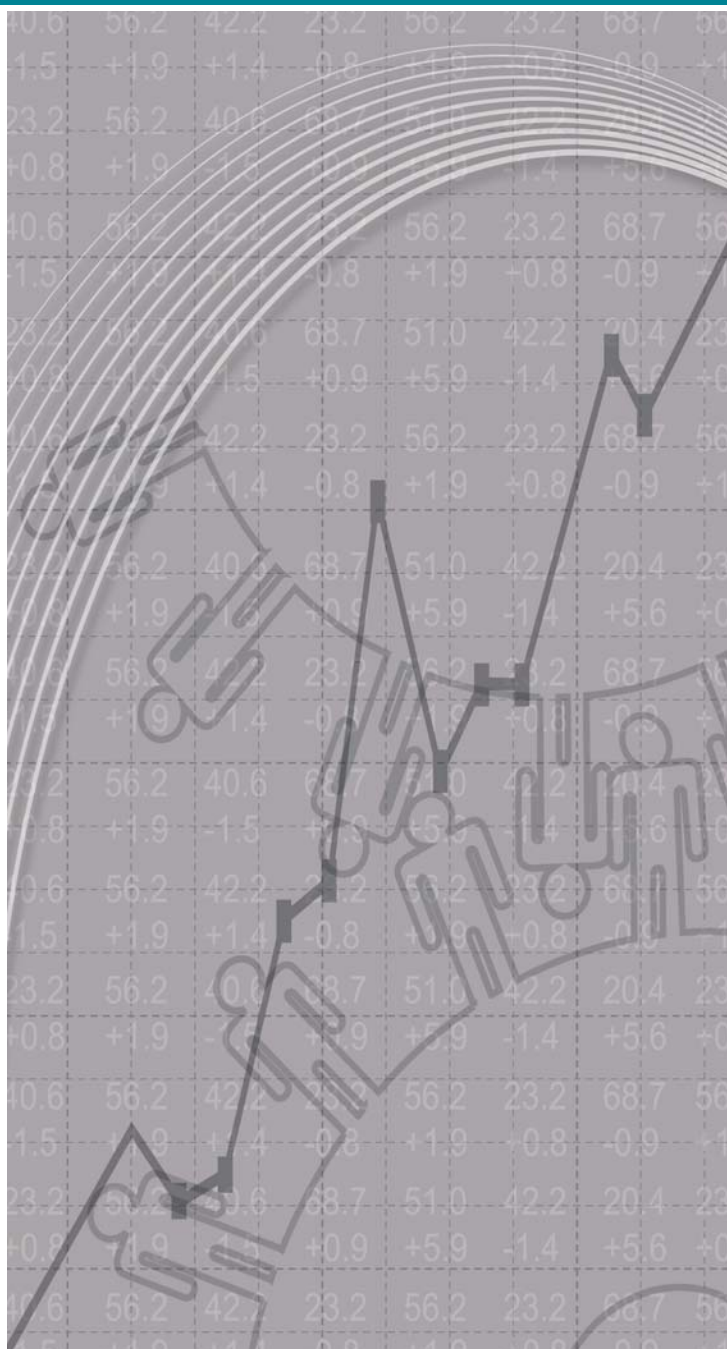




GENERAL PHYSICS CORPORATION

Operational Excellence Practice

Driving Sustainable Transformation



General Physics Corporation
Leading the World to Better Performance

<http://opexcel.gpworldwide.com/>

Rapid Improvement



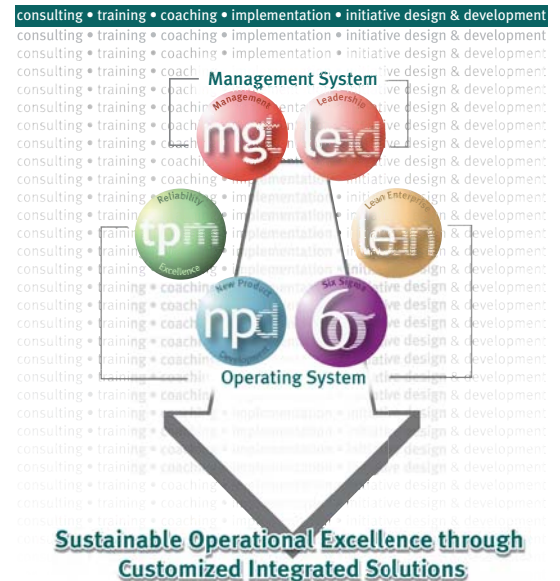
Driving Sustainable Transformation

Whether a complete business transformation or a focused project, GP helps you establish systems and discipline to enhance and sustain your performance-improvement culture. We help you apply the right mix of operating systems **Lean**, **Six Sigma**, and **Reliability Excellence/Total Productive Maintenance** fit for your business. Concurrently, we help you apply **Goal Deployment** and **Daily Management** systems for managing that are essential, yet often missing, in most improvement initiatives. Using our robust approach, we energize your organization's performance and help you develop a culture of waste elimination, variability reduction, and innovation that will endure.

Your culture, goals, and needs are unique. GP has proven experience with a broad range of disciplines and can optimize a solution to match your needs from a mix of:

- ▶ Lean
- ▶ Six Sigma
- ▶ Lean Six Sigma
- ▶ Reliability Excellence
- ▶ New Product Development
- ▶ Leadership and Management
- ▶ Supply Chain Development

▶ **trans • for • ma • tion:**
to change in character or condition, to bring from one belief or view to another—
applies when an entire business is converting to operational excellence and when implementing a single tool such as 5S, failure analysis, or the maintenance work cycle.



Did you know that two-thirds of Lean, Six Sigma, Total Productive Maintenance, and similar initiatives backslide and fail to achieve hoped-for results even if initially successful? Our robust approach will help you beat the odds and not just sustain initial results, but build upon them for still higher levels of performance.

Ensuring a sustainable transformation through our robust approach.

► **Follow our pathway to excellence for strong leadership.**

Our five-phase pathway helps you recognize opportunities, prioritize them, and develop leaders who can mobilize the organization, engaging all employees to improve and standardize processes. Your continuous pursuit of excellence will help ensure that your company can compete effectively in an increasingly global arena.

► **Customize a solution for your organization.**

GP builds a solution around your culture, tools, and programs. Throughout it all, however, we remain true to the core philosophies of Lean, Six Sigma, Equipment Reliability, Goal Deployment, and Daily Management.

► **Train your people effectively.**

People retain less than 50% of what they see and hear, but 90% of what they do and repeat. We combine structured training, hands-on application in the workplace, and expert coaching to make sure your employees can keep improvement going after we depart.

► **Develop your business operating system.**

Whether implementing a major transformation or a tool such as team problem solving, successful organizations define their own way of managing that guides the actions of their managers and employees.

The missing ingredient in failed initiatives is often how managers develop their people, monitor their performance, and reinforce the use of the tools of operational excellence. We help your organization develop standards for managers that improve how managers lead. For larger-scale change, we help you develop your business's business system – the operating and management systems that will improve and sustain your organization's performance.

► **Focus on a rapid return on your investment.**

Our clients typically realize a 5- to 33-fold return on their consulting investment. By focusing on critical value streams and using our robust approach, you will quickly realize tangible results and build momentum.



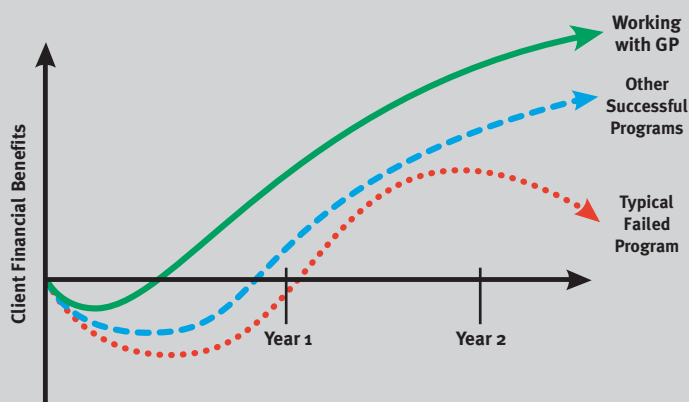
Guiding your transformation with industry-leading disciplines.

We provide consultation, training, coaching, and implementation in several disciplines.

- **Lean** ► We help you transform your critical operations by following the Toyota philosophy for implementing Lean in your enterprise. We work closely with your front-line people, educating them and their managers, using brief training modules followed by hands-on implementation. The result is a deep understanding of the underlying principles and tools of Lean, with breakthrough improvement in quality, lead time, and cost in as little as three months.
- **Six Sigma** ► We provide coaching, modular training, and certification for your sponsors, process owners, Master Black Belts, Black Belts, and Green Belts, covering statistical tools, leadership, and problem solving skills. But our training is not just about statistics and the technical tools of improvement. It also includes modules on project management, leadership, and creative problem solving to produce a strong set of techniques for different business environments.
- **Lean Six Sigma** ► We customize your program to fit your organization's needs, whether it is Lean-based, Six Sigma-based, balanced, or focused on specific tools such as 5S, Failure Analysis, Standard Work, and Statistical Process Control. By integrating Lean and Six Sigma, you realize a significant reduction in cycle time and variability and gain a structured approach to the analysis, understanding, and improvement of your processes.
- **Reliability Excellence** ► Our system combines maintenance and reliability practices with Lean principles. We provide training for your front-line people and managers, along with hands-on implementation to help your organization improve equipment reliability, reduce maintenance costs, and increase operations-maintenance cooperation.
- **New Product Development** ► We offer modular courses on practical tools and techniques for integrating your new product development process from concept to design, development to manufacturing.
- **Leadership and Management** ► We are set apart from other consultants by our drive to establish two critical systems that make sustaining your continuous improvement efforts a reality. Goal Deployment (hoshin) focuses resources on a few quantum-leap objectives while Daily Management ensures consistent process performance and fostering continuous improvement.
- **Supply Chain Development** ► We work with you to assess your supplier performance, and plan and deploy a supplier improvement initiative to align your operational, transaction, and organizational processes.

Delivering the kind of results you need to stay competitive.

GP's Operational Excellence Practice focuses on rapid return on your consulting dollars, typically 5- to 33-fold. We approach every engagement as though your CFO were auditing the cost-benefit ratio. Your organization will quickly realize tangible results and build momentum through our focus on critical value streams and application of the elements of our robust approach.



One of our clients realized the following results within 6 months of implementation kick-off:

- ▶ 60% increase in throughput (500/day to 800/day)
- ▶ 75% improvement in scrap rate (8% to <2%)
- ▶ 20% improvement in paid yield (48% to 58%)
- ▶ 60% reduction in defects (5% to <2%)
- ▶ 20% reduction in manpower
- ▶ Greatly improved team leader management skills

Typical long-term results across our client base include:

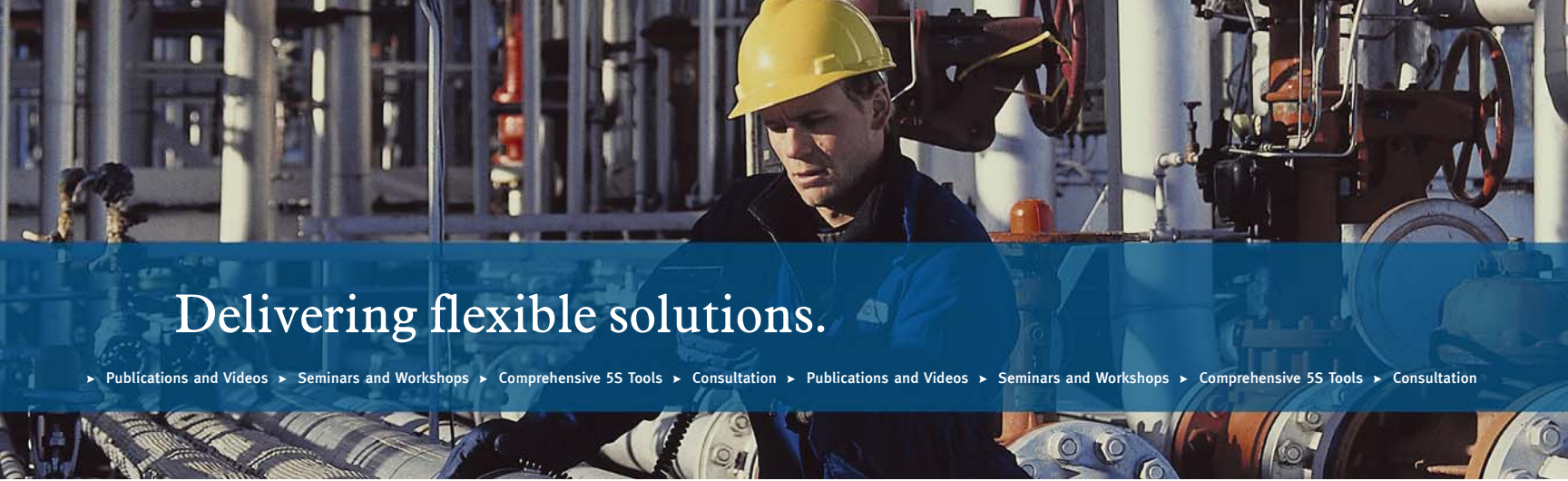
- ▶ 75% reduction in processing times
- ▶ 50% improvement in productivity
- ▶ 60% reduction in time to market
- ▶ 70% reduction in scrap
- ▶ 50% reduction in work-in-process

“We’ve improved equipment reliability, meaning less work and more pay. I have different responsibilities now. We are driving the solutions to our problems to a different level, which has reduced the stress on me. I get a lot more accomplished, but at the same time, my job is easier. Who wouldn’t like that?”

— Maintenance supervisor, Gerdau Ameristeel

“Since GP started working with us, I find that I have to walk the floor every day, just to see what the teams have changed from the night before.”

— General Manager of an automotive supplier noting their gains in process improvements

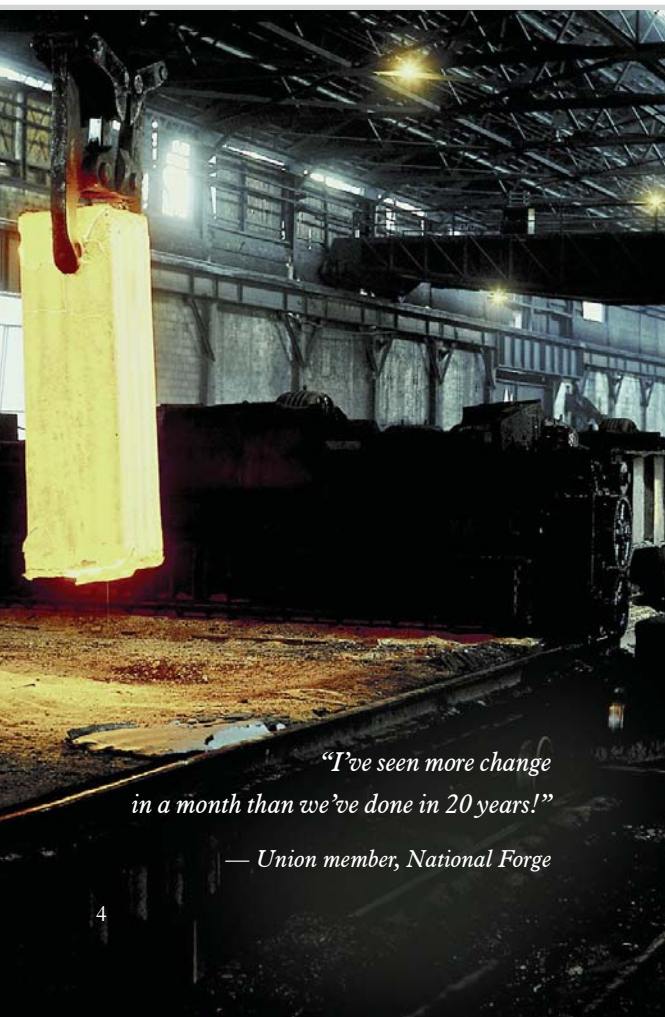


Delivering flexible solutions.

► Publications and Videos ► Seminars and Workshops ► Comprehensive 5S Tools ► Consultation ► Publications and Videos ► Seminars and Workshops ► Comprehensive 5S Tools ► Consultation

Our depth of experience and breadth of knowledge in operational excellence programs has placed us in a role of thought leadership within the industry. In addition to leveraging our expertise for project work and complete operational excellence transformations, clients have also asked us to develop publications, courses, and other services. As a result, we also offer:

- **Publications and Videos**, including guide-books, learn-do modules, business system manuals, and other documentation on quality improvement, best practices, rapid improvement, 5S, visual controls, and other performance topics.
- **Seminars and Workshops** to help you with leadership development, rapid improvement, problem solving, and more.
- **Comprehensive 5S Tools**, including a how-to book, facilitator guide, motivational booklets, and DVD instructing you on how to achieve more order, efficiency, and productivity in your workplace.
- **Consultation** to reinforce, redirect, benchmark, or jump-start your efforts toward the achievement of operational excellence.



Helping industry leaders improve and maintain their competitiveness.

Nearing a half century of experience, GP's Operational Excellence Practice has helped management teams lead highly successful change initiatives in a variety of industries, including:

- | | |
|----------------------------------|------------------------------|
| Aerospace & Defense | Food & Beverage |
| Automotive | Forest Products |
| Chemical & Petrochemical | Government |
| Electronics & Telecommunications | Healthcare & Pharmaceuticals |
| Energy | Metals |
| Financial | Textiles |
| | Transportation |

"I've seen more change in a month than we've done in 20 years!"

— Union member, National Forge

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Let GP help you achieve your operational excellence goals—rapidly.



GP's Operational Excellence Practice was founded in 1978 as Deltapoint Corporation, an early leader in bringing Total Quality Management, Total Productive Maintenance, and Toyota Production System to North America. GP acquired Deltapoint in 1998, adding valuable Six Sigma and Equipment Reliability expertise to the cache of offerings. Today, we help organizations across diverse industries learn how to optimize their people, processes, and technology to compete in a global marketplace. We provide consultation, knowledge transfer through both classroom training and hands on coaching, and implementation in the following: Lean, Six Sigma, Lean Six Sigma, Reliability Excellence, Leadership and Management, and Supplier Development.



For more information, contact GP at **1.888.335.8276**
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