



WHAT'S YOUR PROCESS

*to improve
your process?*

Let MTC help you create and implement a custom plan to increase your profits and productivity. We'll bring the right training and consulting to you, wherever you are.

Organizational Performance
TRAINING AND CONSULTING

MTC'S ORGANIZATIONAL PERFORMANCE training and consulting can help your business reach new levels – improving productivity, increasing profits, and enhancing customer satisfaction. Companies and organizations of all sizes, in all industries, can benefit.

Our custom consulting and implementation services are tailored to your specific needs.

Plus, some of our most popular training programs include:

- > Lean Six Sigma
 - > Yellow Belt
 - > Green Belt
 - > Black Belt
- > Design for Six Sigma
- > Statistical Tools
- > Team Problem Solving
- > Quality Systems

For more information, contact us at 803.691.3907 or corporatetraining@midlandstech.edu.

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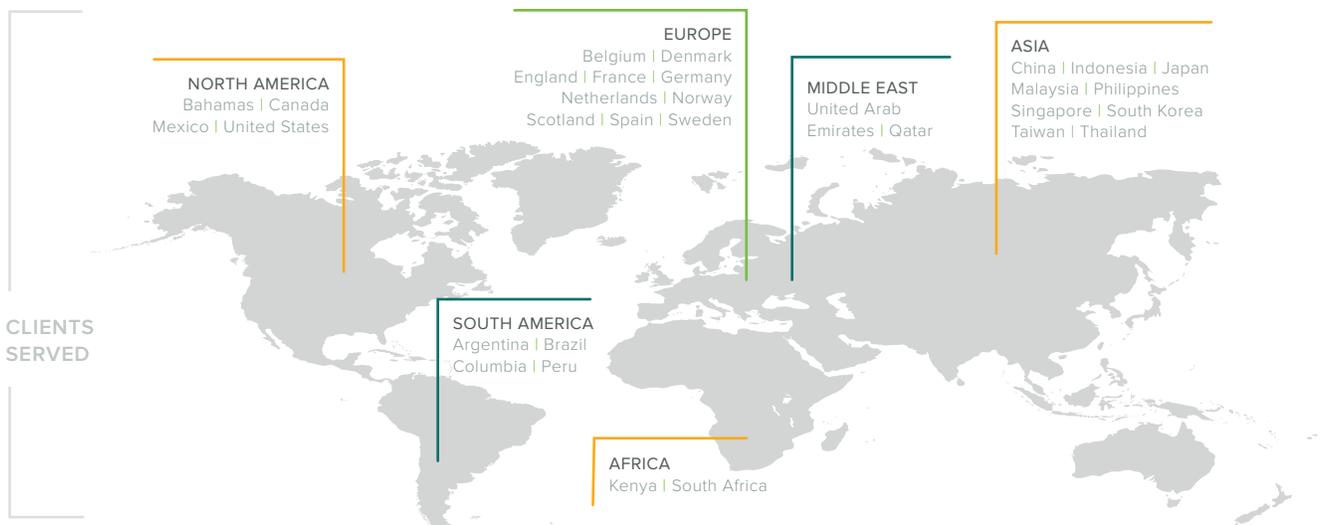
CASE STUDY | **High Precision Machining**

SITUATION | A startup facility creating machined parts was experiencing high rates of scrap during the ramp-up to full production. The excessive scrap was creating cost issues and jeopardizing customer production schedules.

IMPROVEMENTS | The team identified sources of common cause and special cause variation using measurement assessment and experimental design. Scrap was reduced by 87%, creating savings of \$1,300,000 annually.

"Excellent learning experience. I greatly appreciated the balance that was shown in providing real world examples of both manufacturing and transactional environments."

- Health Insurance Industry Client



CASE STUDY | Customer Service

SITUATION | A \$2+ billion organization wanted to improve response time and performance on customer complaints. Complaints took an average of 36 days to close and less than 20% of all complaints were given a satisfactory rating.

IMPROVEMENTS | Working with a client team, core tools such as PFMEA and process mapping were key in identifying problem areas. Further analysis with hypothesis testing identified additional areas. Using the Lean Six Sigma process, the team was able to reduce the average time to complaint closure by 80% and increase the percentage of complaints receiving satisfactory problem resolution scores to 70% creating a savings of \$200,000 annually.

"From the start until the finish, the courses were such a learning curve and enjoyable. Nothing was too much trouble to explain, and even now, afterwards, I am still getting support and help whenever it is needed. I could not have hoped for a more informative course or tutor who gets to know his pupils and how to best deliver the training to each individual."

- Manufacturing Industry Client



CASE STUDY | State Agency Budget Cuts

SITUATION | A state agency that requires employees to travel to sites was experiencing budget reductions. The number of departmental vehicles was being reduced by 40% as retired vehicles would not be replaced.

IMPROVEMENTS | The Lean Six Sigma team used process mapping to assess the way vehicles were assigned and utilized in all departments. Data on usage criteria and utilization rates were obtained and analyzed. Major restructuring eliminated departmental vehicles and reassigned all vehicles to the entire agency with modified vehicle schedules. In four months, the agency restructured the fleet to meet 100% of its site visit obligations with 40% fewer vehicles.

"MTC's trainers and consultants have been an outstanding partner for our organization for many years. They have provided consulting and education on Lean Six Sigma, continuous improvement, and problem-solving for a wide range of audiences and have helped employees at all levels of our organization better understand these tools and methods."

- Health Care Industry Client



CASE STUDY | New Employee Onboarding

SITUATION | A large services company with over 10,000 employees was receiving complaints about the onboarding time for new employees. The Human Resources department determined the problem needed to be addressed and the process improved.

IMPROVEMENTS | The MTC team began mapping out the onboarding process for each category of employee and collected basic data on each step. Multiple steps were eliminated or consolidated. Maps of the process were created, and failure mode and effects analysis was implemented. Onboarding cycle time was reduced by approximately 40%.





LEARN MORE

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