

Research Description

In this research program, many Singapore small and medium-sized enterprises has and many express the need to constantly measure and learn how to slash customer lead time and delivering stock and inventory to customer on-time in their Singapore and regional manufacturing / distribution operations through a comprehensive and aggressive lead time reduction program. In a step-by-step format SMEs will learn how to form the best delivery on-time team, how to implement an effective improvement process and how to measure the financial benefits of reduced delivery times.

A study shows that three-quarters of South-East Asia's manufacturing SMEs are performing supporting roles, either as sub-contractors or component manufacturers or outsourcing manufacturing facilities, for US and Europe-based first and second tier manufacturers (2010), led by manufacturing cities located in Greater China. As providers of specialty manufacturing and support services to large corporations, SMEs fill a very specific niche in the supply-chain; and that also refers to issues of supplier-customer relationships which is also true in the case of the relationship between franchisees and their franchisor.

SMEs will also learn how other manufacturers have implemented successful lead time reduction programs that have led to improvements in both customer satisfaction and productivity. For example, learning how and why achieving a robust system of order processing must be in place and how to identify limiting factors like outstanding orders in the system that have not been processed under changes. Following the reduction of the manufacturing cycle time, the second step here is to give planning more time to schedule and inform the purchasing department of raw material needs upstream and delivery lead time downstream. SMEs is expected to learn how to increase customer satisfaction through meeting quoted delivery dates, allow purchasing the opportunity to negotiate better raw material prices and ensure that raw materials arrive on time and do not disrupt production. Further reducing the Job-Flow Time (JFT) is also perceived to strengthen the competitive advantage of delivering quality products as quickly as possible. Reducing the manufacturing cycle time and moving into a lean manufacturing system is a must in today's competitive environment where customers place great value on short lead times and high quality. To add to any advantages experienced through a reduction in manufacturing cycle time the support services should in turn be looked at to reduce their lead time and thus reduce overall Job Flow Time. Attend our regular workshops and learn how to recognize and avoid common pitfalls in implementing a setup reduction program in your company.



What You Will Learn (subject to change)

- How to Add Value to Your Delivery Process Through Lead Time Reduction
- How to Select the Lead Time Reduction Team
- How to Create an Operation Map of Your Existing Delivery Process
- The Effects of Lead Time Time on Customer Satisfaction
- The "No" to "Low" Cost Approach
- Lead Time Reduction by Design
- How to Implement the Lead Time Reduction Process
- How to Document the Delivery Process
- How to Measure the Success of Your Lead Time Reduction Efforts
- Through Hands-On Lead Time Reduction Workshops

SME Survey Data Finding 2

From the 2011/2012 survey of about 50 small and medium-sized enterprises, the results indicated by more than 80% of respondents have a benchmark target of 5 to 8 percent improvement annually, while the other 20% indicating 10 percent or more annually.

