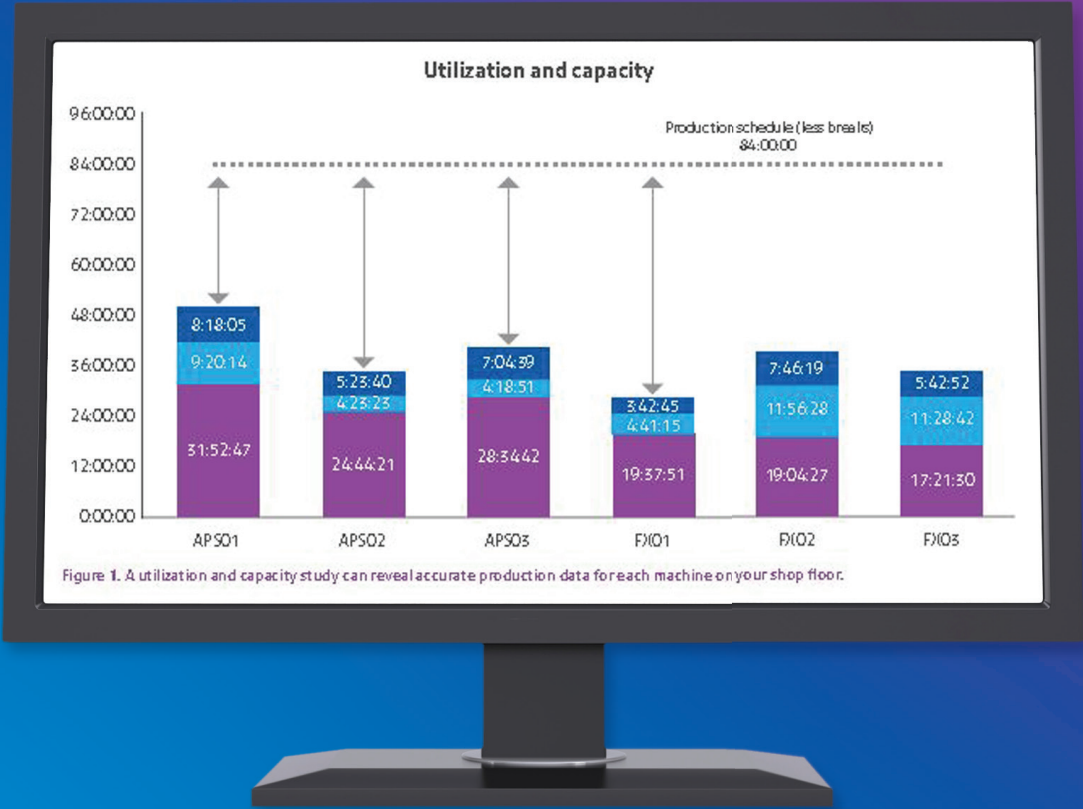


Performance and productivity programs

Optimizing utilization and efficiency across your
production platform

Performance and productivity programs



Understanding your machine utilization and capacity is critical to productivity.

What is important to you?

Some questions to consider:

- Do you know what your current production capacity and machine utilization rates are based on your current hardware and job mix?
- Are you familiar with the current runtime rates of your operators?
- How many hours are your operators logged into the system versus their individual scheduled work hours?
- Do you have a process or methodology for measuring operator and shift performance levels?
- Do the metrics you use today track runtime, operator initiated or machine initiated stops?
- Would specific operator training and scheduling modifications maximize your efficiency level?

Keeping both the operator and the equipment working efficiently is the key to reducing total cost of ownership (TCO) and increasing return on investment (ROI). That's why we provide these vendor-neutral performance and productivity programs for your automated document factory (ADF).

What is included?

There are two course offerings available, providing your operations with flexible options for maximizing your production mail environment. Both programs emphasize disciplines in traditional manufacturing and apply them to your production mailing operations.

Participants include:

- Quality control and operations analysts
- Enterprise/senior operations managers
- Front line supervisors

Performance and productivity—2.5 Day

This 2.5 day session combines lectures, group discussions, and practical exercises with hands-on application. The participants will walk away with knowledge of the following production enhancing skills:

Process design and management.

Learn how to:

- Manage your production workflow
- Analyze data derived from your specific machines and adjust processes to increase production
- Evaluate current productivity and identify improvement opportunities by eliminating non-value added activities
- Use technology to improve operator efficiencies

Metrics.

Learn how to:

- Define meaningful production goals for monitoring performance
- Develop specific measures to assess and improve daily operations
- Identify and use relevant data to improve production and drive desired behaviors
- Learn and build skills to make data-driven decisions

Strategic business objectives.

Learn how to:

- Run your operation as a profit center versus a cost center
- Present the value of mail operations to executive leadership and clients.
- Gain a better understanding of what runtime improvements mean financially

Operational assessment (for three purchased seats).

We will:

- Interview key personnel and observe your environment first-hand
- Analyze machine data and operations
- Deliver documented recommendations focusing on production mail operations improvements.

Performance and productivity—1 day

In this 1-day course, we cover the basic elements of the 2.5 day course.

Understanding manufacturing operations and production mail.

Learn how to:

- Compare manufacturing and production mail processes
- Examine your production mail environment, focusing on minimizing non-value processes and maximizing value added processes

Metrics.

Learn how to:

- Define your business using the industry's best key performance indicators
- Determine and apply the most relevant production metrics
Examples include:
 - Job benchmarking
 - Utilization
 - Run time
 - Login times vs. scheduled work time

Continuous improvement & optimization.

Learn how to:

- Identify issues before they impact production performance with industry-proven methodologies.
- Evaluate and optimize your standard operating procedures.
- Identify and develop best-in-class key performance indicators (KPIs).

Operational analysis and recommendations.

Learn how to:

- Analyze participant provided equipment data (in advance of class).
- Connect course concepts to real data and develop recommendations.

How do you benefit?

At Pitney Bowes, we focus on our client's outcomes. That means we believe our services should make a difference in how your business functions by:

- Building internal expertise on how to achieve your strategic objectives around production mail performance.
- Helping your staff understand and apply industry best practices and metrics to your entire production mail environment.
- Helping you meet your client service level agreements (SLAs) by maximizing run time.

What course participants are saying:

"The performance management metrics that Pitney Bowes currently provides adds immeasurable value to our facilities productivity. The tailored, site specific metrics which have been developed through the interactive meetings and personalized service allow the production team to easily assess improvement opportunities as well as efficiently utilize our equipment and talent to consistently meet and exceed our TAT requirements. If you are looking for clear, concise data to manage your productivity and achieve your goals look no further than Pitney Bowes."

—A service bureau company

"Participation in the PB operations review process has contributed greatly to consistent growth in operator efficiency. The opportunity for in-depth review and an improved understanding of the data gained through these sessions has helped us achieve industry "best of class" operator and machine performance."

—A financial services company

From the course surveys:

"This class was a great eye-opener."

"The instruction validated and expanded my MBA training in production management. The instructor's subject matter expertise and experience combined to offer instruction that you can sink your teeth into and use right away. A great course and thanks!"

"Great content and useful knowledge. Can't wait to show what I've learned."

"Very useful information. I would recommend other managers and leads to attend."

Notes
