

# Process Improvement

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## Process Improvement

With ever-shrinking margins and increasing competition, only businesses with the best processes will be successful.

We believe that effective process improvements can only be made by the people responsible for their on-going implementation. Imposed direction never lasts. Our approach to process improvement consists of the following steps:

- Identify* the process needing improvement
- Form* a relevant cross-functional team
- Develop* the mission statement for the team
- Brainstorm* for problems and solutions
- Consolidate* issues into related groups
- Create* interim and long-term actions
- Prioritize* for impact
- Implement* actions
- Monitor* results

Our approach differs from most consulting groups for three reasons: We *involve* the management and the workforce, we develop interim actions to “*stop the bleeding*” and we *stick with it* until the long-term process improvements take hold. Our work has been successful in a variety of applications – from low-volume ship building to high-volume automotive production. We have worked with both start-up and established organizations.

**Jim Alderfer** has over 40 years of manufacturing and project planning experience and has implemented numerous process improvement projects. After 35 years with The Budd Company (retiring as President of Budd Canada), Jim has worked with teams at Kvaerner Philadelphia Shipyard (now Aker), Mercedes-Benz US and Gestamp NA. Jim has found that the processes most “ripe” for improvement are usually those that involve material flow and inventory planning.