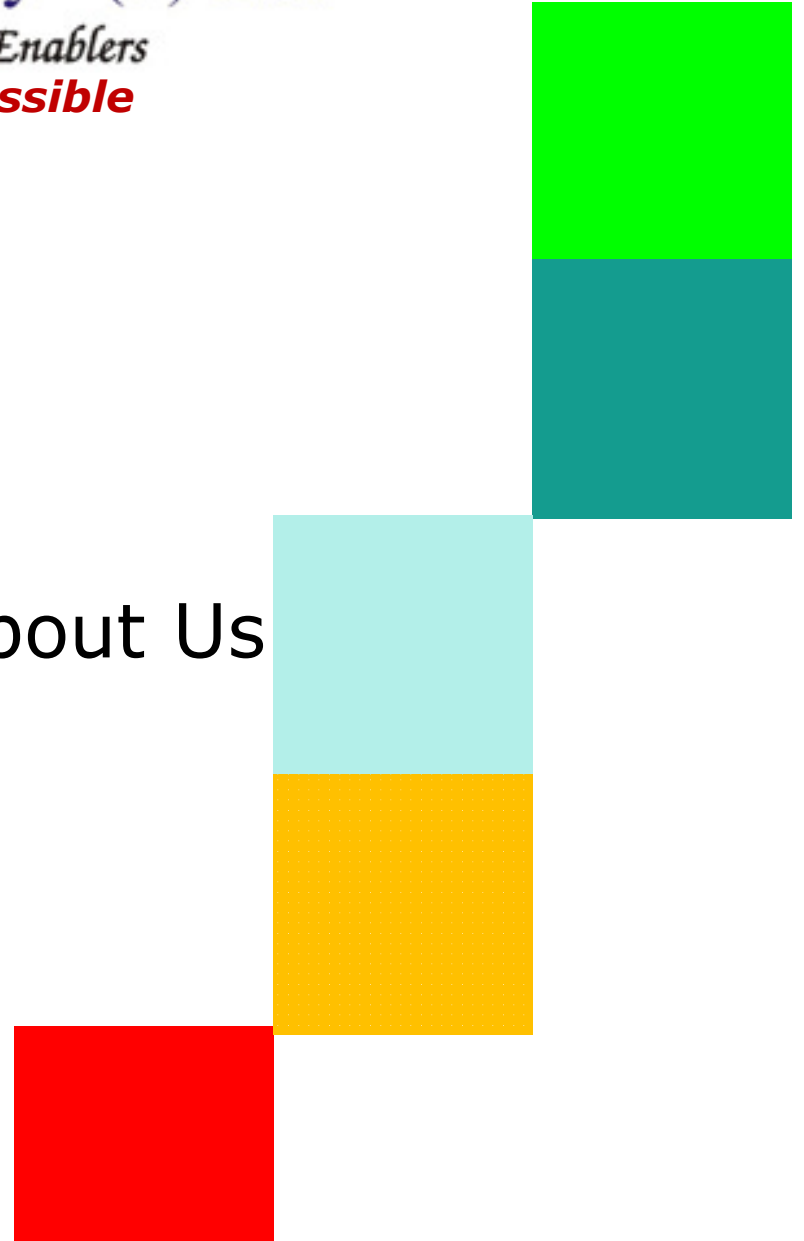




 Six Sigma Alchemy<sup>®</sup> (P) Ltd.  
*Business Excellence Enablers*  
***passion for impossible***

About Us



## Who We Are

- End To End Solution Provider for Profitability, Growth and Perpetuity
- Business Excellence Enablers providing solutions for Strategy formulation, Process Improvement and Complex Engineering Problems

## ■ MISSION

- Dedicated to achieve excellence in our customers products and services through empowerment leading to prosperity for all stakeholders

## ■ VISION

- To become the most preferred Global business excellence enabler for strategy and operational excellence consulting that creates lasting value by March 2010
- To become the most preferred employer who will nurture human capital through self actualization

## ■ VALUES

- Customer is the God (Customer Focus)
- Alchemites are Assets (People Focus)
- Knowledge is Power (LQ-Learning Focus)
- Process is the Driver (Process Focus)
- Entrepreneurship at all levels (Leadership Focus)
- Integrity (Walk-the-Talk)

## Business Solutions Offered

- Development of Business Plans & Strategic Directions
- Development & Automation of Key Performance Index (KPI)
- Customized Leadership development programmes
- Change Management Interventions & culture building
- Process Optimization of transactional and service processes
- Assessment of customer perception & touch point issues
- Identifying strategic improvement opportunities
- Design and implementation of Quality Management Systems and Certification
- International certification programmes in Six Sigma, Lean Six Sigma and Design for Six Sigma

## Our Tool Kit

- Business Excellence Roadmaps using
  - Balanced Scorecard Approach
  - EFQM: European Foundation for Quality Management
- Lean
- Six Sigma
- Lean Six Sigma
- PFSS – The Primer for Six Sigma
- Design for Six Sigma (DFSS) for new product / process development
- Management System Certification Consulting
  - ISO 9001, 27001, 20000, 14000..

## Some of Our Clients and Initiatives Service Industries

Stock Exchange

Application Of Lean Six Sigma and Management for achieving Business Excellence

Financial Services

Continuous improvement initiative which includes Project Management, Change Management and Six Sigma training

Bank

Deploying Company wide Six Sigma and Automation of process management system

Major Logistics Org

Six Sigma training & coaching for process improvement across Asia Pacific

Bank

Improvement of transaction processes in multiple departments through Six Sigma Application

Bank

Internalization of Lean Six Sigma program including Process Mapping and Simulation techniques

## Some of Our Clients and Initiatives Manufacturing Industries

### Oil & Petroleum

Companywide deployment of Six Sigma aimed at significant cost saving and customer satisfaction

### Pharmaceuticals

Productivity improvement and bottom line savings through application of Six Sigma in manufacturing processes

### FMCG

Countrywide deployment of Six Sigma in their manufacturing, HR and R&D divisions focused on elimination of rejection and rework

### AC Manufacturing

Defect free manufacturing and service excellence through Six Sigma

### Heavy Engineering

Chronic engineering problem solving by application of Lean Six Sigma

### Confectionery

Application of FMEA and Design of Experiment in solving problems in chocolate manufacturing

## International Alliances



**Rath & Strong:** Specialized in Six Sigma and Lean Deployments



**Nutek (Detroit, USA):** Specialized in Design For Six Sigma & Design of Experiments (DOE) using Taguchi Approach



**iGrafx (Corel Corporation, USA) software:**

- Process Simulation
- Process Management Solutions
- Document Management Solutions
- Software for Lean Six Sigma Implementation
- Enterprise Wide Strategy Implementation Solutions



**i-Solutions Global Solutions:** Software for company Wide Six Sigma programme management & linking strategy implementation through Performance management system

## Some benefits of these initiatives

- Ability to provide consistent Quality, Cost, Delivery and Service
- Culture change from Correction (of problems) to Prevention (of problems) to Design (of robust processes)
- Alignment of all departments in the organizations – Change from a silo culture to process flow culture
- Improve the customer loyalty
- Eliminate waste (reworks, gaps, over processing)
- Reliability in all operational and support processes
- Structured Approach for Problem Solving

**Quality People** using

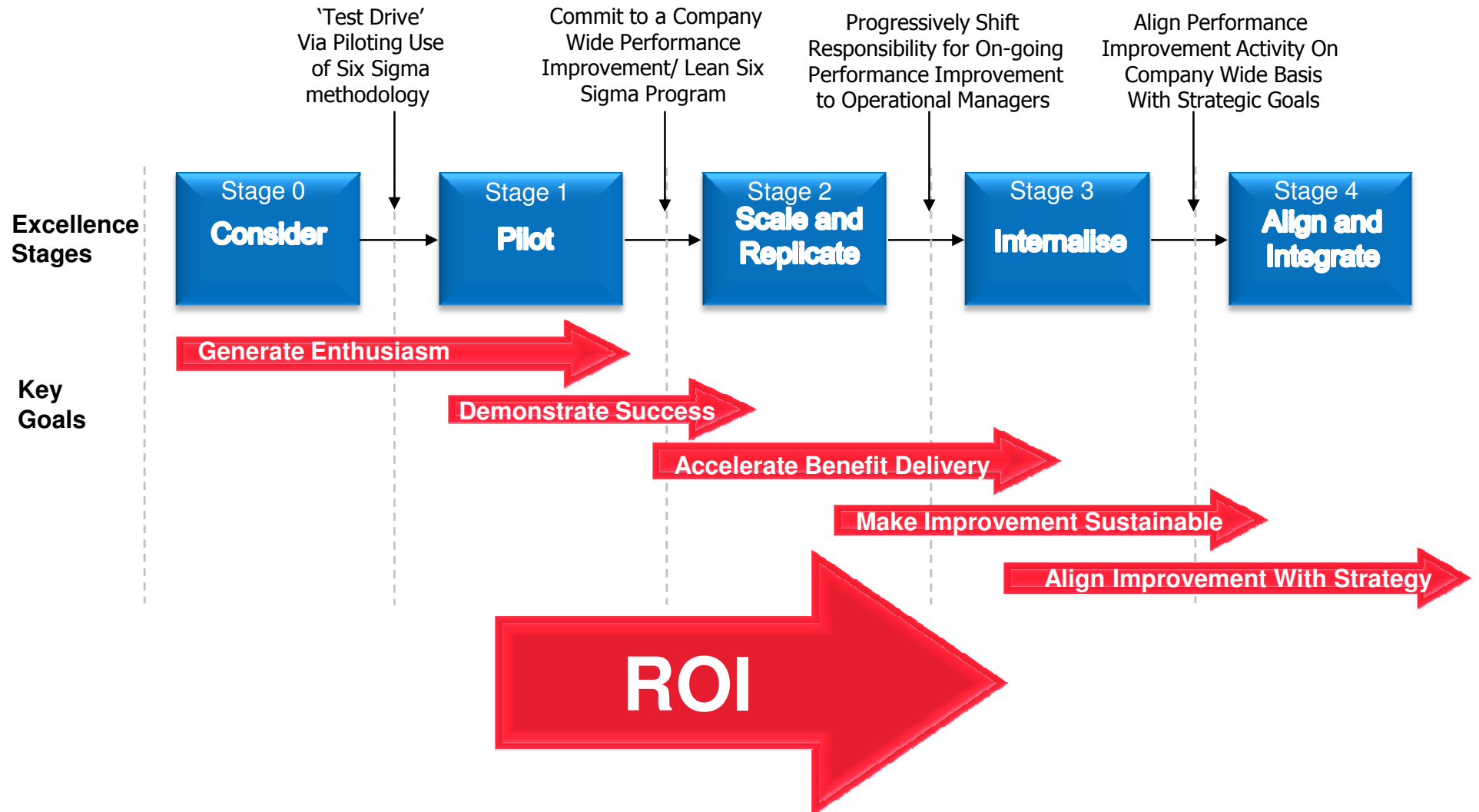
**Quality Processes** to produce

**Quality Products & Services** and

**Quality returns** to the share holders

- Dr. Edward Deming

# Business Excellence Rollout Model



## How Are We Different

- Ability to develop world class training & consulting models
- Customized consultancy models to meet each & every Industry's specific needs to strive towards excellence
- Rigorous project coaching and handholding in order to ensure timely and successful project completion (Project Success Rate close to Six Sigma)
- Wide industry exposure (Hospitality, Refinery, Chemical, Pharmacy, Banking & Finance, FMCG, Heavy Engineering, BPO, White goods etc.)
- Competent Consultants acknowledged Worldwide
- International Certification Programs in Public Platform (Open Enrollment)



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# Appendix: Our Client's Case Studies

Experience in Six Sigma Deployment



## Financial Institute Deployment

- Strategy Deployment
- Communication
- Training
- Change Management
- Project tracking, management and assessment
- Process Documentation

## Glimpse of Six Sigma Projects

### Glimpse of Six Sigma Projects Undertaken

#### ■ **Operations:**

- Reducing the TAT of enabling new members
- Effective and timely resolution of complaints
- Timely and accurate delivery of status reports

#### ■ **HR &Admin:**

- Improving the training effectiveness for software training
- Reducing the attrition level for new joiners
- Improving the canteen services for taste & hygiene

#### ■ **IT:**

- Hassle free and on time startup of system
- Improving the process for release of new & modified s/w applications

## New Membership Process Benefits

- Business Benefits
  - Average time from Application to Offer reduced by 77%
  - Average time from Application to Approval reduced by 30%
  - Average time for member enablement after Approval reduced by 62%

Tangible	Intangible
Early inflow of business	Good will
Manpower cost reduction	Customer Satisfaction
	Competitive Edge
	Team spirit

## Back Office Project Glimpse

- Glimpse of Six Sigma Projects Undertaken
  - **Operations:**
    - Error free and On time incentive payments on mutual funds
    - reduction for TAT for case investigation
    - Reduction of TAT in dispatch of NOC in loan operations
    - On time and defect free process for loan against shares
    - Reduction in processing errors for transaction of new loan processing
  - **Call Centre:**
    - Improving the quality of a call back process
    - Reduction in call handling time
    - Improving the call quality

The following are some of the benefits achieved:

- Higher Customer Satisfaction and Retention
- Improved Process Efficiencies
  - Reduced Time to complete process
  - Reduced Costs
- People alignment to strategy and process
- Challenged legacy processes and modified the same to be current
- Thought leadership to continuously innovate

- Glimpse of DMAIC Projects Undertaken
  - Reduction of Outbound Billing Errors
  - Reduction of attrition in Customer Support
  - Minimization of claim settlement turn around time
  - Reduction of complaint resolution TAT
  - On-time delivery of shipments
  - Reduction of number of lost shipments
  - Reduce lead time to sale
  - Optimization of stocks
  - Minimization of weight discrepancy
  - On time delivery of shipments
  - Accurate and Timely information on Service Delays
  - Reduction of transit damage
  - Speedy customs clearance
  - On-time delivery performance
  - Improve Exception Management Process

The following are some of the benefits achieved

- Exceeding customer expectations
- Improved Process Efficiencies
- People alignment to a common purpose – to become the first choice of their customers worldwide
- Challenged legacy processes and modified them



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