

## MANUFACTURING PROCESS DOCUMENTATION

CGN worked with a client that was looking to create common manufacturing process standards for all its facilities and utilize common tools and techniques across these facilities. CGN provided the client the documentation for these processes which would act as a reference guide for all the resources within the organization.

### Business Problem

Our client was looking to document the common processes that were defined for the future state of manufacturing within the organization. They did not have the right level of expertise nor the bandwidth to complete this task.

### CGN Solution

CGN utilized its expertise in process understanding and facilitation capabilities to provide the client with a comprehensive document describing the future state vision for manufacturing. The team, with guidance from the sponsor, worked closely with the subject matter experts within the group to identify the overall vision of the future state and documented the planning, production execution, and the support processes specific to manufacturing. The team also conducted facilitation sessions with the subject matter experts to draw out and document information that was relevant to the manuals. A major part of the delivery process also included reviewing the information provided for accuracy and completeness and ensuring that the right message was delivered to the end users. Finally the team collated all the information on the various processes and provided the client with a complete document that outlined the future state of the manufacturing organization.

### Customer Benefit

The client was able to communicate through the document the future state manufacturing vision to the organization. The document will be used as reference material for all resources across the different manufacturing facilities of the organization. The users reading the document will understand how to conduct their various jobs, the processes that need to be followed, levels of expertise required, tools and techniques that need to be applied, and performance metrics that need to be measured in order to become more effective at their jobs. Required training references also provide the resources with opportunities for growth.

### SCOPE

*Research; facilitation; process documentation*

### BUSINESS DRIVERS

*Global delivery; common processes and methods; visibility*



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