

Value Stream Consulting



Example: Sales Order Process at Daimler

Initial Condition



- **Lack of transparency** regarding process lead time
- **Non-synchronized interfaces & processes**
- **Missing information** leads to **redundancies & double work**
- **Significant cost overrun**

Results

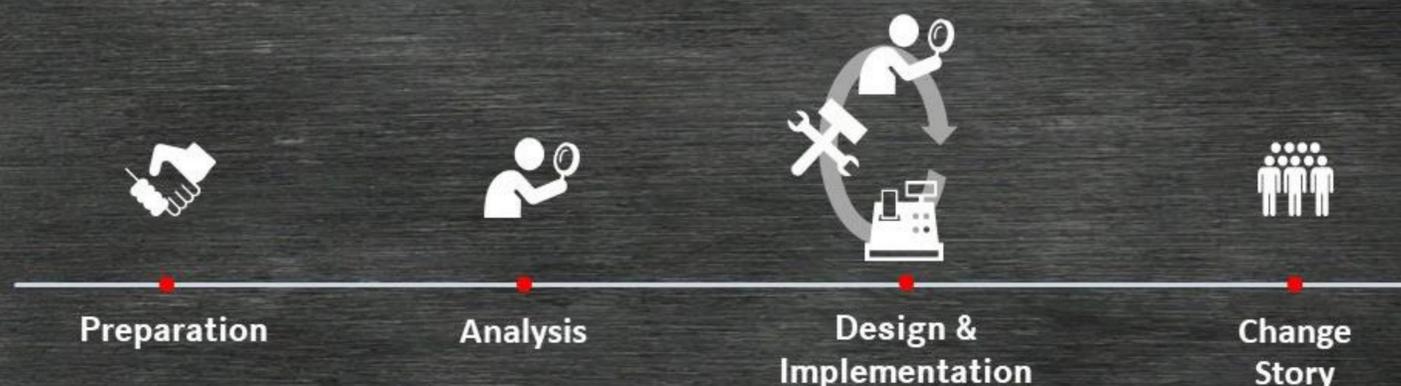


- **Fulfillment of customer requirements & delivery date**
- **Generation & alignment of holistic process understanding**
- **Reduction of lead time & out of standard cost**

Approach



“OPTIMIZATION ALONG THE VALUE CHAIN”



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Success Factors



Holistic Overview & Clustering



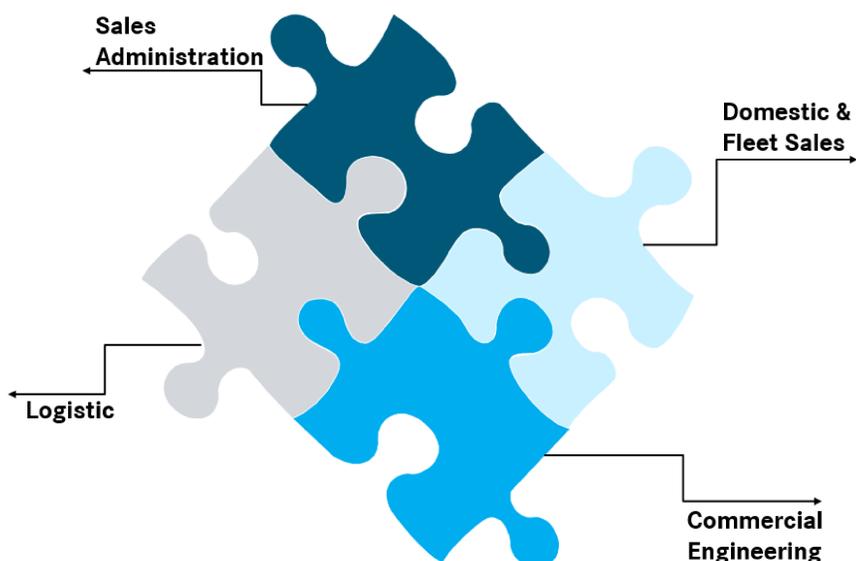
- Creation of a holistic process map
- Clustering of pain points

Strategic Alignment



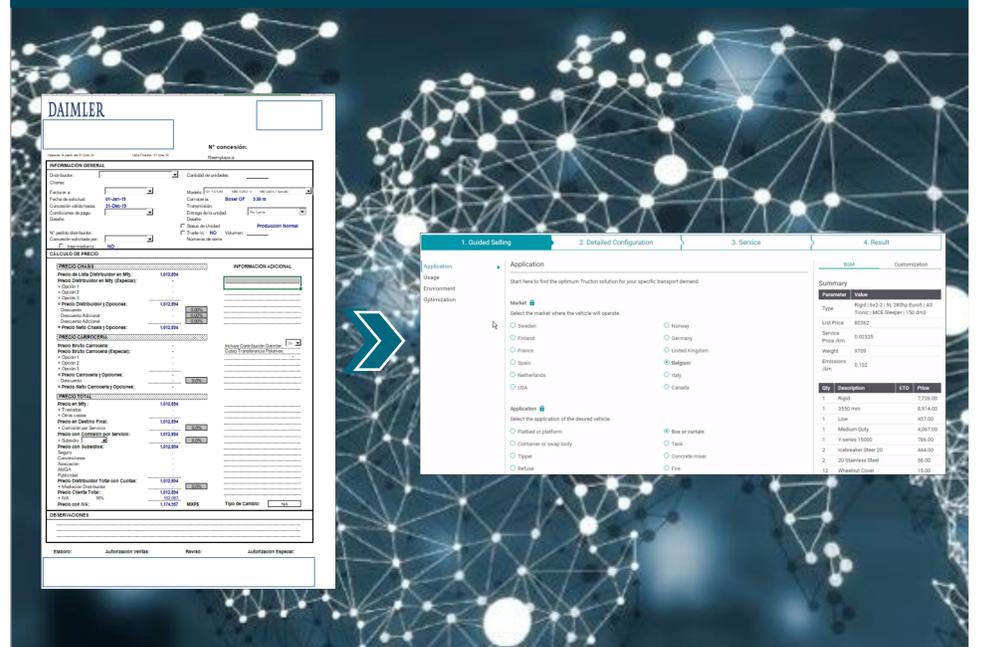
- Alignment of strategic approach
- Increase value in overall value stream

Optimization of Interfaces & Processes



- Agreement on interface specification
- Tasks, responsibilities, competencies

Standardization & Digitalization



- Reduction of manual input
- Consistency of information

