

Our Capabilities



Total Systems Development *Lean Systems Consulting*

Commercial | Government & Defense | Healthcare

Develop People

Solve Problems

Transform your Organization

25 YEARS OF UNMATCHED EXPERTISE AND FLEXIBILITY

Every customer has a unique situation requiring a tailored solution. Using a variety of proven lean continuous process improvement methodologies, TSD develops solutions that are customized for you.

Our experts take the time to understand your enterprise as a system of people and processes striving to achieve your business strategy. In pursuit of that strategy, we guide change, factor in your values and develop alignment. We plant and nurture the seeds of lean, and provide you with the tools to tend this garden and harvest its very tangible and valuable benefits.



Veteran Owned Small Business

Lexington, KY

www.LeanCPI.com

859.543.9090

tsdcontact@leancpi.com

Est. 1995

© 2019 Total Systems Development, Inc.

Our Hallmarks

Engagement

We don't "tell" our customers what to do; we demonstrate, teach and collaborate. We engage on all organizational levels and the result is change that is absorbed and sustained.

Execution

We begin with careful, deep, reflective planning. We follow with a continuous drive to execute the plan, and we incorporate metrics and accountability at all stages.

Reliability

We move our customers carefully and deliberately to higher and higher states of lean. We achieve this by following an approach validated over decades of successful implementations.

Result Focused

Our projects begin with "quick wins" to demonstrate immediate value and throughout the engagement our metrics establish and exceed ROI potential.

Knowledge Transfer

We identify the competencies required to sustain the change and work tirelessly to ensure they are acquired through multiple on-site and on-line learning experiences.

High Morale

Our passion working with the value adders helps foster an environment of high morale. People want to do good work and lean enables them to do just that.

For over twenty years, TSD has been providing its customers a proven path to enhanced productivity, quality and cost savings by solving their process problems. Using only the most highly qualified consultants, TSD designs and implements lean-continuous process improvement systems, methods and tools, while partnering with you in training, certifying and coaching your in-house corps of experts to continue the ongoing journey to a lean organization.



I'm pleased that you've decided to learn more about Total Systems Development and what our team of can do for you and your business. I believe you'll find that TSD can work alongside you in your Lean transformation journey regardless of your Lean maturity or the areas in which you are currently struggling. The team of experts TSD has assembled is unrivaled across the industry, covering virtually any domain of expertise you may require.

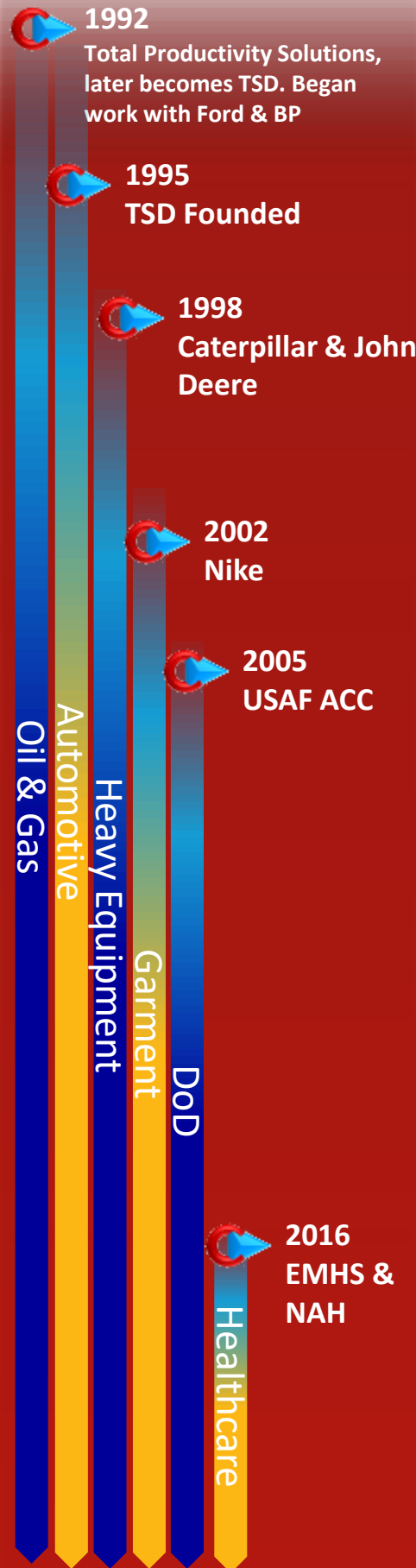
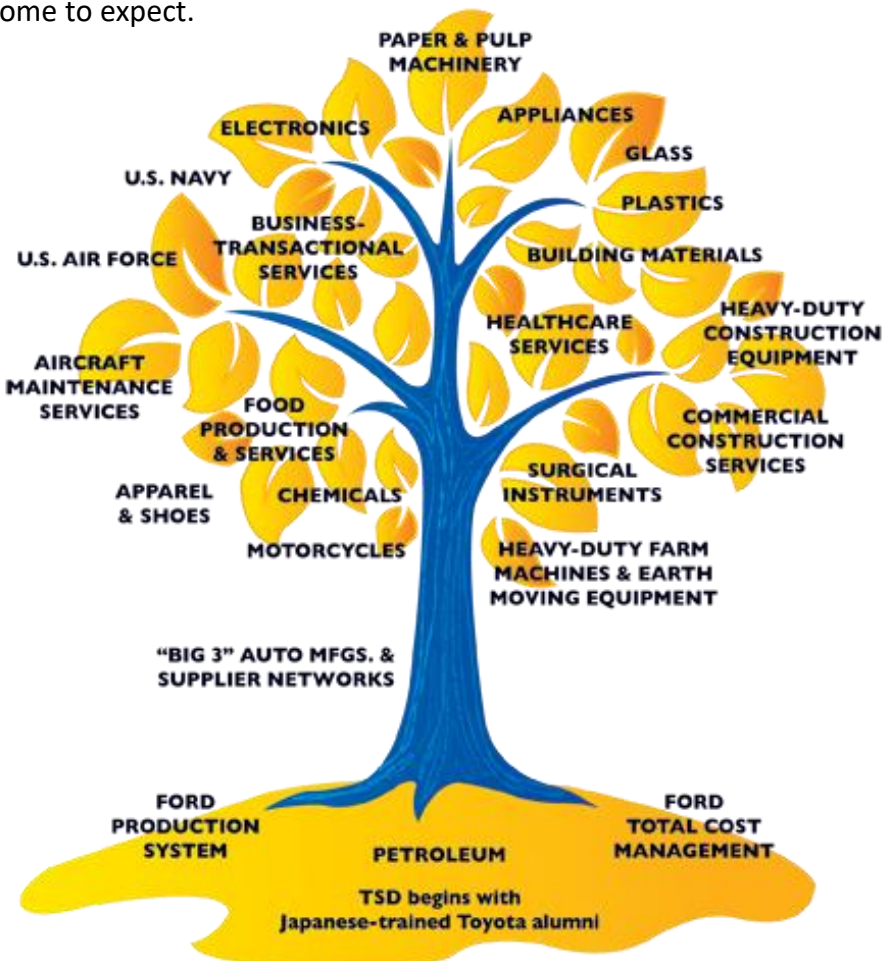
If you choose to work with TSD you will see that we always hold your interests paramount. We will work tirelessly to make sure you achieve your goals. We consider this to be an implied pact between us and we will not violate your trust. It is our mutual benefit that drives all we do so we will work in your best interest.

John Allen
Founder & Chairman
Total Systems Development, Inc.

Our History

TSD was built, like most small businesses, upon the passions of its founder. **John Allen** had learned and lived the lessons of lean from the inside, in both Japan and the US, as the person responsible for all training in Toyota's first North American assembly plant. He recognized early the value of this new **systems approach** to continuous process improvement, and was inspired by its potential to revolutionize the way manufacturers would see their operations. So in 1992 he began a business implementing and training others in lean; he saw an opportunity to serve not only struggling US industries, but the workers themselves, who could only benefit from a system that re-organizes traditional priorities to place their contributions at the top.

As TSD's business grew, so did the number of its lean and change management consultants, many of whom were Japanese-trained Toyota alumni. This began a policy that continues to this day – seek out the **most qualified** team members whose proven skills and experiences insure our clients receive the high level of service they come to expect.



How We Deliver

Training

We offer over 50 customizable Lean & Six Sigma courses using classroom, simulation, demonstration, workshop & seminar formats. Additionally, we offer certification programs that incorporate graded improvement projects & qualifying exams, bringing participants from introductory through expert levels. Our training can range from a standalone workshop to a programmatic delivery.

Consulting

Our consultants carry a wide breadth and great depth of experience transforming organizations. Their lean mastery is further enhanced with the TSD approach. We begin with a comprehensive assessment, which is used to inform the overall strategy for the transformation. We then gain alignment by working hand in hand with your leadership to define the path to lean. It is our consultant's goal in every project to replace themselves with your people.

Every effort is driven by two factors:

1. We must help your organization's culture change
2. We must recover a significant ROI

In addition to a full implementation effort, our consultants can be deployed to solve specific problems and recover a ROI.

Coaching and Mentoring

In addition to organizational transformation, our consultants can act as coaches and mentors to your people. This change mode is aimed at individual attention. We help your people define their role & develop the skills to execute 1 on 1.

Sub-Contract Labor & Recruiting

Have a role you need filled quickly with a competent individual? Security clearances or contract vehicle an issue? We have access to the highest quality sub-contract labor and have been flexible and responsive to customer needs, even for cleared staff needs. See our government & defense section for contracting information.

Also, we provide long-term resources for your organization vetted by the expertise that created the selections system for Toyota North America & backed by mentoring from our highest level leadership.



193
Unique customers



\$1B+
Customer Savings



1000+
Projects Completed



10,000+
People trained



30+
Lean & SME Experts

3 Distinct Service Areas



Manufacturing & Services

Our company's pedigree started with Toyota

We were one of the first lean consulting firms

Exemplary work in dozens of industries

Deep expertise in many functional areas



Government & Defense

Retired Senior Officer leadership

Architects of the Air Force's first lean program

Focus on mission critical improvement areas

Direct Award capability through our partner



Healthcare

Unique approach to reducing harm

Multi-disciplinary Engagement

System of Highly Reliable Care (HRC)

Our consultant's work instrumental in IBM Top 15 hospital awards multiple times over

Manufacturing & Services

Industry Experience:

Garment | Automotive | Aerospace | Heavy Equipment |
Construction | Oil & Gas | Chemicals & Paint |
Components | Electronics | Food | Appliances | Medical
Instruments | Pulp & Paper | Capital Equipment | Process
Parts | Distribution Centers | Engineering | Banking |
Insurance | Utilities

Our group of dedicated and highly qualified consultants, many with direct experience at Toyota, average over 20 years in implementing and training others in lean-Six Sigma.

TSD's Chairman *John Allen* was the former Director for Training at Toyota's Georgetown, Kentucky plant, responsible for educating all employees in the knowledge of lean.

TSD authored the 500-page reference book, *Lean Manufacturing: a Plant Floor Guide*.



Our work in the commercial sector was central to our clients winning Shingo Prizes for Excellence.

Capabilities:

Value Stream Analysis

Lean Assessments

Implementation

Change Management

Culture Change

Lean Systems Design

Production System Design

Training Systems

Training Programs

HR Systems

Production Engineering

Operational Excellence

Process Excellence

Six Sigma

Kaizen Events

Contact Us:

Ryan Allen
Chief Performance Officer
859.533.5999
rallen@leancpi.com



Mfg. & Services Results

Nike (Corporate and supplier network across Asia)

Challenge – Nike’s objective was to develop and implement a customized lean-based production system across its Asian supplier network

Response – TSD developed the Nike Operating System (NOS), implemented it in several pilot plants in Vietnam, and expanded it outward across 12 plants in China, Thailand and Taiwan. TSD also developed and installed custom lean training programs

Results - \$440 million in Nike-projected savings over four year period, installed lean-based production system in over 12 facilities, established an in-house process for perpetuating improvements, and created a centralized “learning academy” for supporting lean deployment.

MAS Sri Lanka (Supplier for Victoria’s Secret, Speedo & others)

Challenge - MAS sought an organization-wide lean transformation of its 30+ plants serving as the supplier network for significant international fashion brands.

Response – TSD designed and implemented a multi-year lean training and implementation effort that moved from pilot program to multiple sites throughout Sri Lanka. This included executive-level training and mentorship, kaizen facilitation throughout, and a rigorous program of lean training and belt certification integrated into the lean improvement events and overall program.

Results – Significant operational improvements (representative results in multiple plants: halved cycle times, 3-fold rise in quality metrics, 75% reduction in overtime, inventory reductions freeing enough space for 16 new production modules with \$750,000 increased profit margin per module)

Brandix Sri Lanka (Supplier for The Gap & others)

Challenges – Brandix sought a comprehensive lean transformation for its 30+ plants producing apparel for major international fashion brands.

Response – TSD designed and conducted multiple sessions of lean leadership “boot camps” for over 60 executives, including guest lectures, simulations, interactive workshops, classroom sessions and tours of lean-based manufacturers. This was followed by a detailed program of improvement, training and coaching activities based upon TSD’s multi-level “Roadmap” to lean, applied to multiple sites across Sri Lanka, India and Bangladesh

Results – Improved knit plant efficiencies by 51% from baseline. Eliminated change-over efficiency loss. Improved and standardized Production Planning & Control and Supply Chain, resulting in OTD increase of 25%.

Terex – Germany

Challenge – Implement, in three facilities, an andon-driven production system while establishing standardized work for all processes to align to takt time.

Response – TSD engaged in a wide range of solutions, including developing core team strategy, policy deployment, organizational alignment, andon system, production planning and control, and a quality operating system

Result – Reduced direct labor 30%, improved end-of-line quality 50%, achieved 100% build-to-schedule, achieved over 95% equipment up-time

Valmet – North America

Challenge – Develop, support and facilitate lean transformation effort across 5 facilities.

Response – TSD conducted assessments, developed and aligned leadership, facilitated implementation and conducted comprehensive training program

Result – Reduced costs 60%, reduced cycle time 25%, achieved 388% Return on Investment.



TSD Phased Approach to Lean Implementation

Provides the roadmap and context for each stage of the journey. It gives the organization a common understanding and focus that results in total alignment



The "Zero" Phase: Preparing the Soil for Planting



Lean Leadership



Change Management



Problem Solving



Pilot Project



Launch

Operational Reliability

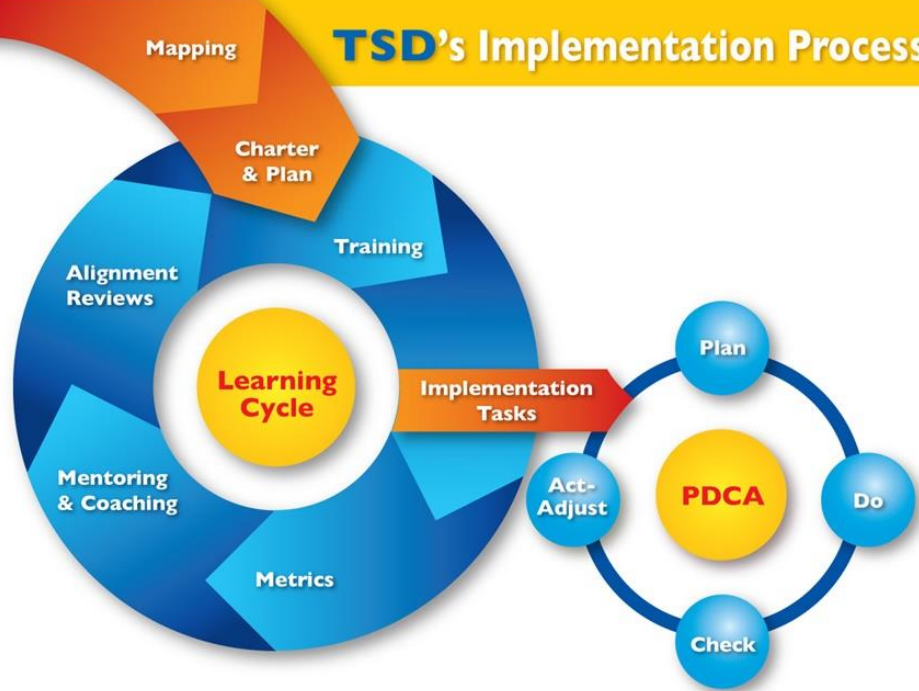
Eliminate Barriers to Flow

Balance Operations

Create Pull

Sequenced Delivery

TSD's Implementation Process



- We view the organization as a system – isolated efficiency will not cut it
- We understand what causes lean efforts to fail; we have an approach & expertise that mitigates those risks
- Knowledge transfer is paramount in all of our efforts; our goal for you is self-reliance in lean
- No matter what phase you are in, the process is standard, simple, predictable and repeatable
- The key is to make it easier to transition Implementation leadership & management to your personnel
- The process is rooted in the Plan-Do-Check-Act methodology
- Each learning cycle results in ever increasing lean competency & self reliance for your business
- After a few learning cycles around an implementation element, your team will be prepared to take that element and proliferate it in your organization



CALIBRATE™

Systems & Behavioral Organizational Assessment

- ▶ We don't look at people development in isolation; our belief is that systems drive behaviors. In order to have meaningful & sustained behavioral changes, the systems must be established to support them.
- ▶ We assess your systems for alignment to business needs.
- ▶ We then assess operational behaviors & human interactions for alignment with the business system.
- ▶ We define training & systems needs to support the above expectations.

Assessment Areas:

Leadership Vision & Commitment

Change Management

Organizational Structure & Support System

Operational Stability

Built-In Quality

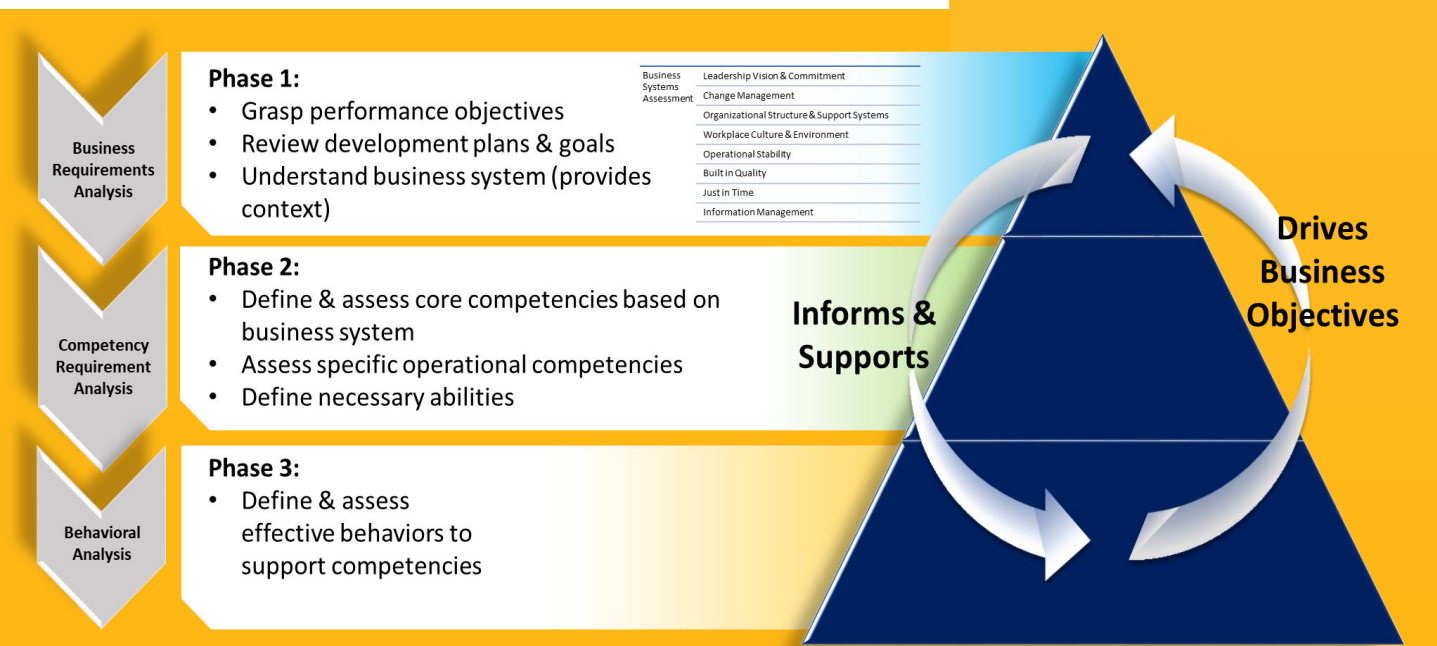
Just-In-Time

Information Management

Lean Systems

Lean Behaviors

The assessment targets key support areas for organizational transformation & integrates with the TSD Phased Implementation Model



Government & Defense

Sector Experience:

Logistics | Maintenance | Administration | Installations |
Education | HR | Healthcare | Manpower | Leadership |
Municipal | Federal Government | School Systems |
Higher Education

What do we provide?

- ▶ Mission critical quality process improvement that promotes reliability and accountability using ideal manpower staffing
- ▶ Time-sensitive **strategic** systems design and planning
- ▶ **Customized** training for competency at all organizational levels
- ▶ Certification programs for internal continuous process improvement **excellence**
- ▶ Implementation of tactical and strategic programs
- ▶ **Proven** techniques that align improvements to leadership, culture change and management goals
- ▶ Coaching and mentoring to **all levels** of organization or command

Direct Award Contracts through 8(a) teaming partner

Develop SOW

Identify Budget

Submit Direct Award Solicitation to SBA

SBA Review

Negotiate & Award Contract

Start Performance

2-4 week timeline with no J&A

Some of our Customers:



U.S. AIR FORCE



NAICS Codes: 541611
541612
541614
611430
DUNS: 025973863
CAGE: 1UL75

Capabilities:

Value Stream Analysis

Lean Assessments

Implementation

Strategic Alignment

Change Management

Project Management

Business Process Re-engineering

Lean Systems Design

Certification

Operational Excellence

Process Excellence

Six Sigma

Rapid Improvement Events

Workshop Facilitation

Strategic Communications

*TSD is a Veteran Owned
Small Business*

Contact Us:

Col. Scott Allen, USAF (Ret.)
Chief Program Officer
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USAF Air Combat Command: AFSO21

Project Description:

- Supported strategic alignment and deployment, lean CPI executives & staff training, process & performance improvement, change management, communications & mentoring activities
- Primary goal was to bring together ranking leadership and create strategies for a cohesive Air Force lean program & lean culture, promote alignment, deploy goals and train staff
- Command HQ, Wing, Group & Squadron levels
- TSD's efforts proved central to leadership's understanding of the expertise, funding, and focus needed to implement improvements across ACC mission areas. This in turn led to restructuring the AFSO21 office; re-aligning people and responsibilities to better execute CPI activities against strategic plans
- TSD was central in developing a "create-sustain-demand (demand from ACC leadership)" process that provided leadership the ability to assess program performance against strategic plans and evaluate the adequacy, on the Wing level, of components essential for an effective CPI effort
- TSD went on to provide mapping, gap analyses and recommendations in dozens of sites, followed by project selections, plans and CPI implementations (with integrated training)

Impact & Results:

- TSD raised the visibility and results of Wing CPI initiatives, thereby increasing mission readiness and providing ACC leadership critical information in the development of its future vision
- Viewed from ground level, TSD conducted numerous successful assessment, improvement and mentorship events, such as: saving ACC 34,000 hours by redesigning the deployment process at one base; and streamlining the performance review process in another base by reducing "touch" time from 32 to 10 hours, and "in-process" time from 1300 to 600 hours
- TSD significantly raised the number and competency of ACC's certified green and black belt-level CPI practitioners; TSD was the central contributor to the implementation of training and mentoring programs designed to improve ACC's organic business performance management-CPI capabilities. This included providing all levels of training and certifications, and many courses were adapted and incorporated into Air Force best practices

8(a) Partnering

benefits from Koniag:

TSD is pleased to announce a partnership with Koniag, an Alaskan Native Corporation. Through this relationship, it has now become painless to bring TSD to your organization.

Direct Award Capability up to \$22M w/ no Justification and Approval

Simple award process with 5 easy steps, not the traditional 12-18 month process. Meet your small business purchasing requirements.

Expanded Capabilities:

Application Development & Support

Enterprise IT Infrastructure Support

Integrated Security

Industrial Automation and Controls Solutions

Facility Management Support

Logistics & Engineering Support



Healthcare

Capabilities:

Multi-Disciplinary
Engagement

Change Management

Healthcare Lean

Clinical Outcome Review

Clinical Story Writing

Triage of Events

RCA / ACA

Performance Management

MS9 Recredentialing

Dashboards

System Alignment &
Deployment

CDI / Coding Review

Contact Us:

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Sector

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Karen Shishido RN, BSN

Director Healthcare Sector

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Sector Experience:

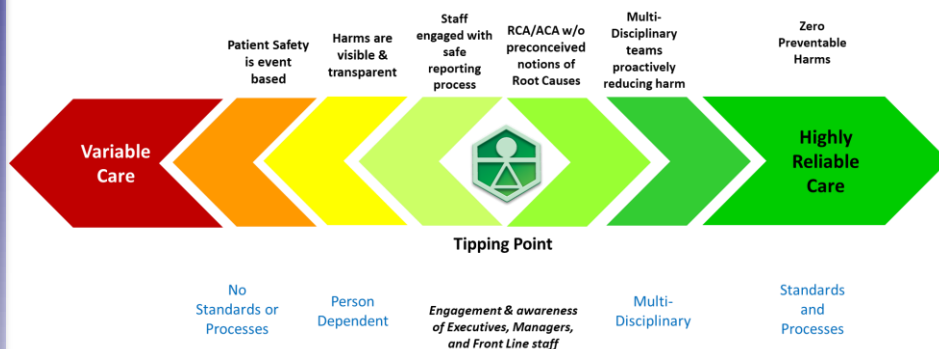
ER | ICU | OR | Maternity | Labor & Delivery | Cath. Lab |
SPD | Skilled Nursing | Cardiology | Ortho | Telemetry |
Hospital Administration | Risk Management | Infection
Prevention | Environmental Services | Population Health



TSD Healthcare guides you to Highly Reliable Care (HRC)

Care that succeeds in **proactively** avoiding harm in an environment where normal harm can be expected due to risk factors & complexity

1. **Preoccupation with Harm** – Putting a face on Harm
2. **Reluctance to simplify interpretations** – Not going to apparent causes immediately, objective Stories.
3. **Sensitivity to operations** – Leveraging relationships to reduce harm in multi-disciplinary settings with full transparency
4. **Learning organization** – Growth approached by utilizing “Adapt, Adopt, or Abandon (AAA)” strategy to influence standards & mitigate future harm events.



Northern Arizona Healthcare



ASANTE®
HEALTH SYSTEM

Hospital Systems our consultants
have worked with earned:

Truven Health Analytics | IBM Watson Health

15 TOP
HEALTH SYSTEMS

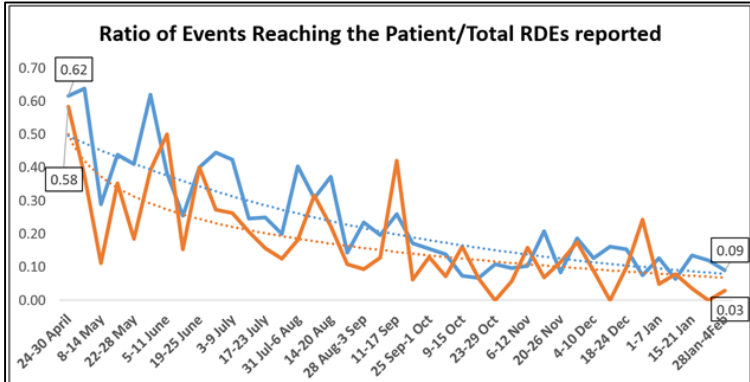
2017

Healthcare Results

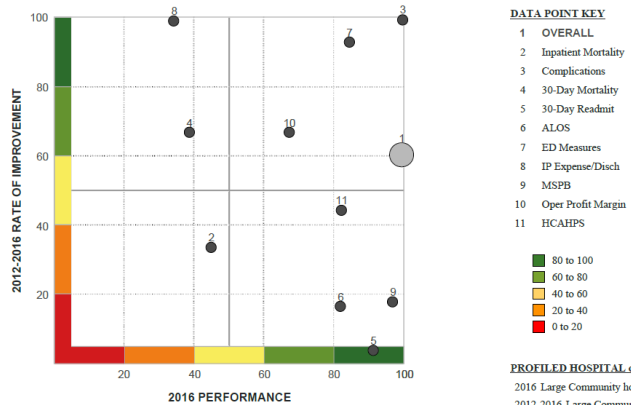
FY18 QTR 1 Example System Results "Eye on Outcomes"

Remarkable reduction in harm: 110 less! Overall 46% reduction

Measure	FY17 Final	FY 18 Running total	Estimated Annualized Total	Reduced/ Increased Harm Events	% Harm Reduction
Safest Care Rate HAC's & PSIs (Excludes CAUTI, CLABSI, SSI & CDI/FI)	127	18	72	55	-43%
NHSN Infection rate: 3Cs+MRSA (CAUTI, CLABSI, CDI/FI & MRSA)	86	9	36	50	-58%
NHSN Focused SSI (Hyster, Colon, KPRRO, HPRO, LAM, Fush & CABG)	25	5	20	5	-20%
Total Harm Events	238	32	128	110	-46%

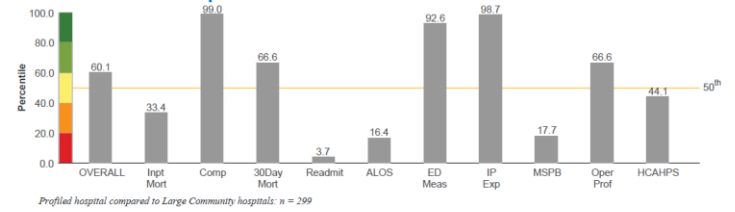


2016 Performance and Five-Year Rate of Improvement Matrix

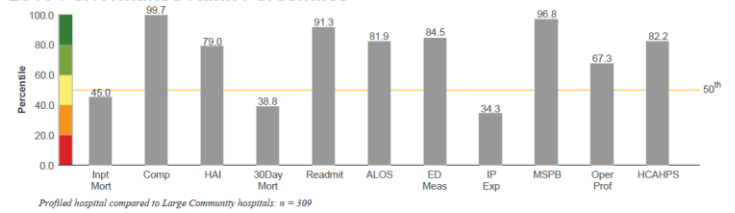


PROFILED HOSPITAL compared to:
2016 Large Community hospitals: n = 309
2012-2016 Large Community hospitals: n = 299

2012-2016 Rate of Improvement Rank Percentiles



2016 Performance Rank Percentiles



75-90% reduction in harm events reaching the patient! With a simultaneous increase in reporting as well

IBM Watson Health reports that health systems who made its Top 15 list had 14.6% fewer in-hospital deaths, 17.3% fewer complications, 16.2% fewer healthcare-associated infections, 2.3% higher HCAHPS scores, and 5.6% lower spend than their non-winning peers.

Other Capabilities

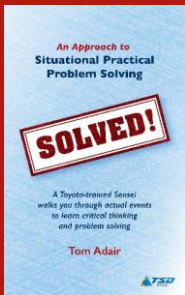


Lean Construction

Consulting to help you meet facility delivery commitments

We work both client & EPC side

Industry experts with a depth of knowledge



Problem Solving

Led by Toyota's first North American PPS Sensei

Architects of the Air Force's first lean program

Services ranging from training workshops to implementation of problem solving engagement systems



HR Services

Full range of HR Discipline consulting services

Led by John Allen, former HR Manager for Toyota's first North American plant.



Purchasing

Supplier relationships and management

Procurement Strategy

Procurement team development

Other Capabilities

Lean Facility Delivery

Lean Front End Loading, Engineering, Procurement & Construction

Partnered with Purdue EPC^{OM}, TSD brings you consulting in:

Lean Facility Delivery & Work Process Excellence

We facilitate your organization and EPC team to unleash a level of project delivery performance that exceeds your expectations. A new standard of planning & execution improves workflow and leaves no place for waste to hide. Shorten cycle-times, eliminate error, improve quality, reduce costs & meet project commitments. Means and methods for EPC to actually reduce instead of request more budget & more time when their budget & plan may be bloated to begin with!

Without excellence in implementing industry best practices, nearly every major project will profoundly overrun cost, schedule or both. Even when project teams implement industry best practices without lean, many projects overrun.

This graph represents cost overrun data from over 20,000 projects when restricted to include only projects with established work process, fully integrated teams and best practice front-end-loading.

Lean methods were not included as IPA best practices in the data set.

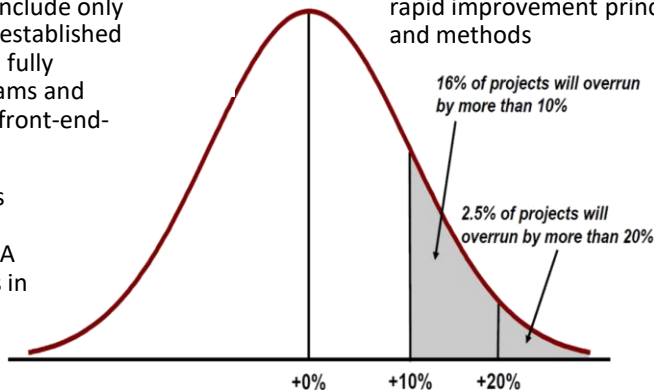


Chart derived from Nandurdikar, Neeraj, IPA, 25 May 2016, presentation to Purdue EPC^{OM}

We work with leadership in your organization as well as your EPC team to make overruns in both budget and time a thing of the past:

- Department, Discipline and Stakeholder Leaders
- Project & Program Managers
- Project Professionals
- Sub-Contractors

Additional Services through our Sustainability partner:

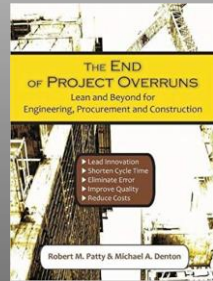
- Green building design & LEED consulting
- Regenerative Development & Design Facilitation
- Energy efficiency design assistance
- Building commissioning
- Facilitation & creation of sustainability strategies for large scale projects
- LEED & Sustainable Design training

In partnership with:

PURDUE | **EPC^{OM}**
UNIVERSITY

Bob Patty

Director, Purdue EPC^{OM}



Author: *The End of Project Overruns: Lean & Beyond for Engineering, Procurement & Construction*

Your Partners for Lean Facility Delivery Support:

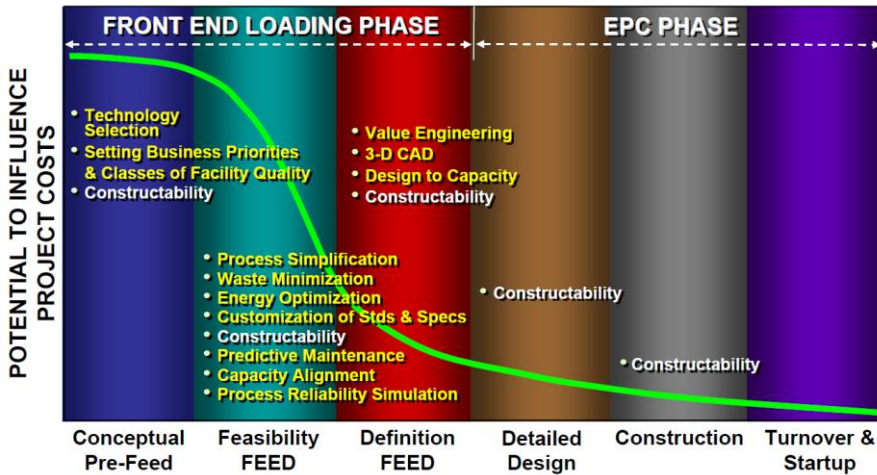
- Pre-FEED
- Owner Organization & Planning
- Owner Business Activities
- Constructability
- Health, Safety & Environmental Planning
- Site / Plot Planning
- Engineering & Technology Activities
- Project Criteria
- System Criteria
- Component Criteria
- Lean Execution Preparation
- Task Package Development
- Detailed Design – Waste Reduction
- Procurement Fabrication and Delivery Flow
- Project Management
- Supplier / Vendor Mgmt. & Development

Contact Us:

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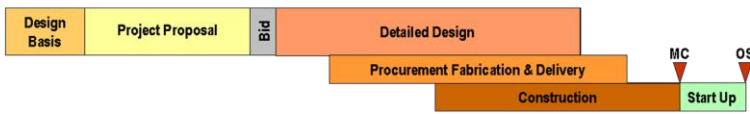
Lean Facility Delivery Business Case

Implementation of Value Improving Practices

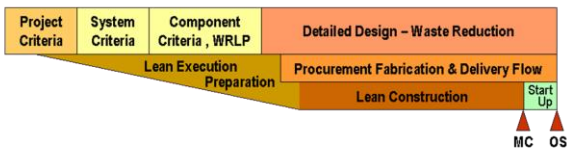


Constructability VIP should be held in every engineering phase of the project with a focus on the pertinent aspects of that phase

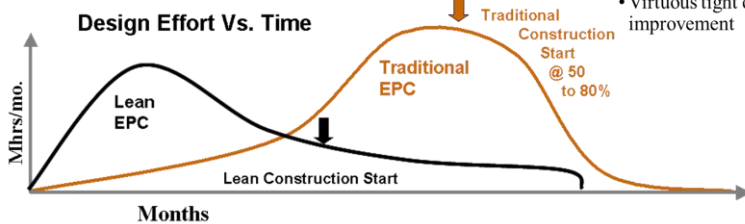
Traditional Facility Delivery



Lean Facility Delivery



- Detailed design, procurement and task package development, to follow path of construction, under pull flow control
- Not allowing design or fabrication to get too far ahead
- Virtuous tight cycles of improvement



Impact of Securing Schedule

US\$3Billion LNG Pre-FEED Workshop Results Claimed by the Team

Capital expense (CAPEX) reduction	\$16 million	Local Pipe Fabrication Optimized Plot Plan Vendor Involvement in Feed Jetty, Piperack & Control Changes Laydown Area Definitions
Increase to National Content	\$840 million	Dual Competitive FEED Making Visible Commitments
Scope growth cost avoidance	\$75 million	Improved Early Project Definition
Revenue loss avoidance	\$1,230 million	Schedule Assurance
Reduced operating and maintenance expenses (OPEX)	\$15 million per year	Improved Plot Planning
Identified local modularization as a project enabler to achieve desirable national content.		

Major cost influencing factors are resolved early in the process
PreFEED & FEED Cost 2 - 5% of TIC
Saves 3 to \$10 of TIC for every \$1 Spent in Front End Loading
Results in 6 to 25% Cost Savings
6 to 39% Schedule Savings
Per CII Research RT 213

Experience shows
Lean Facility Delivery techniques
Results in at least
10% Time & in-place Cost savings
Beyond Current Best Practices

Problem Solving

Situational Practical Problem Solving (SPPS) Workshop

- Problem solving method and critical thinking taught by the Toyota sensei that developed the original program for North America
- Learn to ask relevant questions to engage employees in the active process of thinking
- Understand problem solving and how it translates from theory to practice
- Recognize key problem indicators
- Learn how to look from other's point of view by use of reason, evidence and arguments
- Become familiar with our and other's perceptual lenses which affect the outcomes of problem solving
- Learn to pursue the most efficient solution
- Learn how to develop a well-defined flexible implementation plan
- Learn to deal with complex problems and multiple causes
- Raise problems from your own workplace
- Participate in roundtable discussions with the instructor and other participants

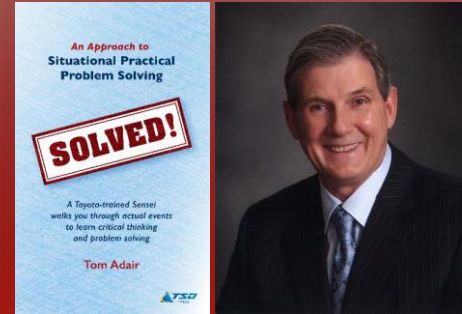
Train the Trainer & Certification

- The Master Trainer will assist the organization in identifying the candidates for the course
- Candidates will complete rotations of instructing class with the assurance and guidance of the Master Trainer
- Recommendations will be made for qualified candidates for the *Train The Trainer* certification to the certifying board in the organization for approval

Engagement Program

- Participants will learn from the developer, trainer and administrator of Toyota's first highly successful Quality Circle program in North America
- Learn how to develop, implement, and monitor a successful employee engagement program
- Learn how to overcome resistance and ensure success with the program
- Learn from Toyota what worked and didn't work

Tom Adair
Senior Consultant, TSD



Solved! An Approach to Situational Practical Problem Solving

Tom Adair, drawing on three decades of experience as an internationally known author, lecturer, coach, and Toyota-trained lean Sensei, has written a clear and accessible problem solving primer. He carefully walks you through the Toyota-based method for getting to a problem's root cause, provides step-by-step instructions with real-life examples, explains each principle along the way, and provides a strategy for implementing and sustaining your countermeasures so they become permanent fixes to your most challenging problems.

[Buy it on Amazon](#)

Contact Us:

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rallen@leancpi.com

HR Services

John Allen, globally recognized speaker, consultant and expert in HR systems guides your organization through these areas:

- Organizational Values & Principles Development
- Behavioral Assessments
- Recruitment, Assessments & Selections
- Career Ladder development
- Compensation Studies
- Policy Development
- Performance Appraisals
- Employee Development Programs
- Suggestion Systems

Looking for a complete transformation of your HR system? TSD delivers a structured approach resulting in a high performing people that respond to the strategic needs of your company & customers.



*John Allen
Chairman, TSD*

*&
Former Toyota Motor
Manufacturing Kentucky HR
Manager*

Purchasing

- Strategic and executive operational management of the procurement relationships internally and externally
- Develop relationships with the Supply Team to assure competitive performance in Safety, Quality, Technology, Supplier Diversity, Total Cost and Product Development.
- Develop a Procurement Team that assures you competitive capability and performance.
- Procurement consulting for:

- parts and components
- production materials
- Packaging
- corporate services
- information systems
- machinery and equipment
- risk management
- Tooling
- service parts
- prototype and export
- cost engineering
- project management strategy
- Transportation
- Construction
- supplier diversity
- brand representation



*Gene Tabor
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TSD Press

Solved! An Approach to Situational Practical Problem Solving

Tom Adair, drawing on three decades of experience as an internationally known author, lecturer, coach, and Toyota-trained lean Sensei, has written a clear and accessible problem solving primer. He carefully walks you through the Toyota-based method for getting to a problem's root cause, provides step-by-step instructions with real-life examples, explains each principle along the way, and provides a strategy for implementing and sustaining your countermeasures so they become permanent fixes to your most challenging problems.



Tom Adair
Senior Consultant, TSD

An Approach to
Situational Practical
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SOLVED!

A Toyota-trained Sensei
walks you through actual events
to learn critical thinking
and problem solving

Tom Adair



Lean Manufacturing: A Plant Floor Guide

This book provides an overview and a specific rationale for your initiative. It is an easy-to-digest reference to aspects of lean that you may not have known about. It's a virtual toolbox of information that can be readily put to use on the plant floor. It takes readers on a comprehensive, 'street-level' journey through the entire lean implementation process. It is an easy-to-digest reference of lean fundamentals and processes that are mission-critical to a successful lean transformation in any plant. The information in this book can be readily put to use on the plant floor.

George Scamby
5.0 out of 5 stars

A great reference!

From understanding your customers needs, metrics, building a solid business case and launching a methodical process, this book has all the tools necessary for a sound lean transition.

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