



Case Study: Door Company Order Entry Process

Client: Residential and commercial garage door company

The garage door company's new product line was growing at a much faster rate than expected, causing a longer lead time than customers would tolerate. When the situation was analyzed, the time to get an order through the office and into production was three weeks.

Lean Partners facilitated a Transactional Process kaizen aimed at reducing lead-time through the office and allowing salespeople to spend more time with potential customers. Company owners participated in the kaizen event and were surprised to learn how complicated the order entry process had become.

Lead-times decreased 78 percent from 14 days to 3 days and the cycle time went from eight hours to four-and-half hours (a 44 percent reduction). Since it was the owner's first kaizen event, they were amazed at how much the team improved the process and were excited about sales growth potential.

By learning the tools of transactional process kaizen; how to increase sales through reduced lead-time; and the benefit of freeing salespeople from administrative tasks so they can spend more time with potential customers, the garage door company is poised for significant growth.