



Serious about improving your business? We are.

At Fluere, we're here to transform your business by making sure your products and services flow efficiently to your customers, to help you save money and generate as much profit as possible.

Experts in improving performance, we're passionate about providing specialist solutions and delivering radical results for companies that are striving for excellence. Drawing on our unique blend of hands-on industry experience and proven consultancy expertise, our team will work with you to:

- **Improve customer satisfaction**
- **Increase profits and efficiency**
- **Create a more motivated workforce**

Proud to be a Yorkshire-based company, we also work throughout the UK and overseas. Our specialist team helps organisations to identify and deliver substantial savings. We're adept and extremely experienced in successfully applying improvement techniques to a wide range of processes, challenges and sectors, including:

- **Lean**
- **Six Sigma**
- **Theory of constraints**
- **Design for Manufacture/Service and more**



We can help your business perform so much better

When you work with Fluere, you can benefit from a range of expert solutions, tailored to the precise needs of your organisation – from start-up to established facility, from the smallest problems to the largest transformations.



Health Check

High-Level or **In-Depth** assessments of your business to identify improvement opportunities



Problem Solver Review

An evaluation of your processes to address specific problems and provide solutions



Transformation Support

From **Transformation Guidance and Training** – including how to embed a Continuous Improvement culture and team training – to a **Transformation Assessment** of improvement programmes (new or existing)



Operational Design & Launch

From a new product introduction through to support for a full start-up or overhaul of a business's operations

Whichever solution you require, we use a hands-on, highly interactive and structured approach. And because we understand that you're busy managing 'business as usual', our solutions can all be provided in a supportive, mentoring or full management capacity.



Health Check - High-Level

Are your business processes in good shape?

You may have an idea that the flow of your products and services could be enhanced, but do you know how much your operations could improve by? Quickly assessing key areas, such as productivity and quality issues, we can give you an overview and make indicative observations that could make your business so much better.

Ask yourself:

- Do you know how efficient and effective your operations are and how good they could be?
- Can you prioritise your process challenges and improvement potential?
- Do you know where and when to apply improvement techniques, and to which products or services?

If you answered 'no' to any of these questions you could benefit from a Fluere High-Level Health Check.

Our solution

A High-Level Health Check will assess your potential opportunities with a site visit, where our team take a look at your company's operations. We will then deliver punchy feedback to give you an insight into your improvement areas and levels.

This will include:

- Single visit review taking 3-4 hours
- A site tour and structured mini-workshop
- Assessment and identification of improvement opportunities
- Follow up summary report

Your benefits

A follow up summary report will indicate the potential improvement levels you could attain, and include:

- Key observations and insights
- An 'improvement Road Map' showing priority of improvement tools
- A reference guide for the methods and techniques we propose

Figure 1: High-Level Health Check approach





Health Check - High-Level Case Studies

Recommendations raise the bar in manufacturing



The Challenge

There is a continual challenge for organisations to improve efficiency and realise cost savings from existing processes in order to drive maximum value. With this in mind, a component manufacturer requested Fluere to carry out a High-Level Health Check for them.

The Solution

With input from executive and operations team members, Fluere undertook a site tour to observe the manufacturing processes. In addition, a structured workshop was facilitated to assess the company's position against i) Your performance today, ii) Where you are going, iii) Daily management competence and iv) Improvement capability.

The Outcome

The report feedback provided:

- Clear insights relating to the company's current operations and performance
- Highlights of core strengths and likely improvement areas
- An overall indication of performance and improvement level potential
- A high-level improvement roadmap with associated improvement techniques

Providing **constructive** feedback



The Challenge

A construction company has been pioneering the use of offsite manufacture for many years by offering a modern and more affordable approach to engineering solutions. With a focus on continuous improvement, the company wanted to understand if there were any areas within the current operation where they could increase efficiencies.

The Solution

Fluere visited several offsite manufacturing facilities where they critiqued a range of processes including operational performance, flow of parts, layout and material handling methods. Operational control techniques, systems and information flows were also understood. Finally, a workshop was facilitated to gauge key aspects of the operation.

The Outcome

The summary report and follow-up highlighted:

- Potential cost savings and benefit areas
- Key areas where performance levels could be considerably increased
- An outline as to how, where and which improvement techniques could be applied
- Specific ways to increase the factory capacities, based on demand needs

“Having had a chance to read through the summary report and having dwelled on our discussion, then I do think there is some mileage in our working together on a value stream mapping/ benchmarking exercise to help create a platform for operational excellence”

General Manager



Would you like clarity on how your business could save money?

Many organisations are not fully aware of the gains they could realise from improving the flow of their products and services. You may have identified a selection of obstacles that disrupt your operations - such as bottlenecks, misaligned scheduling and more – but do you know how much better your business could be if they were addressed, and how much money you could generate or save?

Ask yourself:

- Have you pinpointed exactly where and what changes you need to make to optimise your operations?
- Can you validate the benefits and savings you could achieve from implementing improvements?
- Have you got a clear, prioritised plan to execute your improvements?

If you answered 'no' to any of these questions you could benefit from a Fluere In-Depth Health Check.

Our solution

An In-Depth Health Check will provide validated recommendations for improving your processes. This is approximately a 2-4 week detailed review of your operational processes, working closely with your people on the ground and scrutinising your data, and entails:

- Thorough data analysis of current process performance
- Detailed end-to-end process 'walk-throughs' and critique
- Focused interviews and structured workshops
- Assessment of current resource, system and operational capabilities
- Challenge of current processes against good practice and Lean methodology

Your benefits

You'll get a detailed, clear and validated position regarding your current status, clear improvement recommendations including potential financial savings, and:

- A comprehensive dashboard of your current performance metrics (data permitting)
- Key root cause identification relating to operational issues
- Involvement and buy-in from team members for future support
- Supporting operational process and system appraisal outcomes
- A detailed report providing current performance status, key operational insight, system and resource evaluation, and precise improvement recommendations

Figure 1: Examples of assessment areas



Key

- Challenging process performance
- Critiquing support areas
- Quantifying root causes
- Organisation structure & capability



Health Check - In-Depth Case Studies



Insightful reporting provides a **clear way forward**

The Challenge

The transformer manufacturer was at a strategic crossroads, poised for significant plant and machinery investment in its subsidiary factory, whilst forming a major customer contract. There was a need to drive a step change in output, quality and supplier performance, and introduce a new product, whilst also needing to be confident in achieving a notable return on investment.

The Solution

Fluere provided a deep health check for all aspects of the operation, systems, resource capability and improvement potential. This included a comprehensive assessment against good working practices, a full gap analysis and prioritising clear recommendations.

The Outcome

- Established distinct performance levels of key metrics in all core operational areas
- Full critique of process limitations and identification of improvement opportunities
- Verified organisation structure, team effectiveness and management capabilities
- Clearly presented well-defined improvement recommendations and roadmap



Making **improvements count**

The Challenge

A construction company recognised the need for a detailed review of its finance and supporting processes. They were viewed as overly manual and inefficient, given the scale and complexity of the business. The goals were to identify opportunities to improve efficiency and to enhance the granularity and relevance of financial reports.

The Solution

Workshops were held with key stakeholders where nine in-scope processes were mapped and issues were identified. Root causes were then confirmed through data analysis and validation. Solutions were established, alongside appraising delivery options. A detailed report defined key solutions to achieve the desired outcomes.

The Outcome

The summary report and follow-up highlighted:

- **150+** issues, which either impacted the ability to provide relevant data or caused inefficiencies
- **10** core root causes from which **15** key solutions were validated
- An equivalent of **4 FTEs** time was being spent on Non-Value Add time
- Solution areas would address **70%** of lost time and **60%** of data granularity problems

"The outstanding report provided by Fluere was extremely insightful and clearly highlighted our current strengths, risks, limitations and improvement areas. The recommendations provided a real practical way forward and they engaged well with all our teams. We have been so impressed with Fluere, we have assigned them to support our transformation programme and on-going investment plans."

Simon Wilson, Managing Director



Problem Solver Review

Do you have explicit problems which are highly disruptive to your business?

Businesses often find themselves under pressure to resolve highly troublesome issues where solutions may be complex and not obvious. Lack of process understanding, time constraints and limited knowledge of improvement techniques can make these problems extremely difficult to resolve, thus the implications can spiral.

Ask yourself:

- Do you know what the root cause of your key failure points are?
- Can you select and apply the correct improvement techniques?
- Have your previous efforts to resolve the issue(s) been successful?

If you answered 'no' to any of these questions you could benefit from a Fluere Problem Solver Review.



Our solution

Our team will assess your specific 'problem', with the aim of eliminating it and dramatically improving performance.

We'll provide a structured and thorough assessment to identify problems and devise solutions. This can be entirely project managed by our team.

Our value-adding deliverables are both technical and interactive. They include:

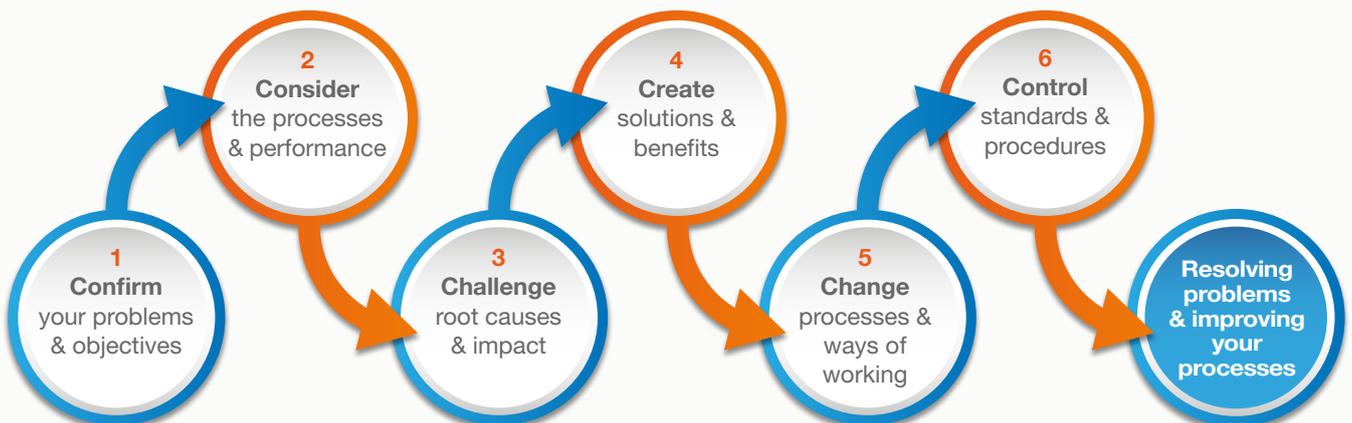
- Effective and highly interactive workshops
- Process mapping
- Powerful data analysis
- Application of improvement techniques
- Prioritised solutions
- Improvement charter(s)

Your benefits

Because we work closely with you as a team, you'll enjoy bespoke recommendations:

- Challenging your processes, we will aim to obtain the highest levels of improvement possible
- Identification of future process needs
- A range of solution options to choose from
- Identification of ownership areas
- High-level implementation plans
- Support proposals for your changes

Figure 1: Our 'Consistent-C' methodology





Products flow as fast as lightning

The Challenge

Bee Lighting Ltd is a land, sea and air lighting technology company. They work responsively with some of the world's best vehicle manufacturers. The company was advancing from design services by establishing a state of the art production facility. A key requirement was to create an efficient and flexible manufacturing cell, to deliver consistently high quality goods.

The Solution

The production flow was mapped and wasteful activities, including flow interruptions, handling methods, transportation and movement of all parts and operators, were thoroughly challenged within the cell blueprint. The final manufacturing process accounted for all equipment, tool changeover and material replenishment methods to be used.

The Outcome

From the initially provided layout to final design:

- A highly flexible and efficient cell with streamlined product flows was created
- Lead times were improved by **25%**, with reduced bottlenecks
- Cell output increased by **20%**, with efficient use of operators
- Handling distance halved and changeover times were minimised



Boosting quality levels for a kitchen retailer

The Challenge

Overnight data merging onto a central IT system was failing. Running behind schedule and producing inaccurate and faulty information, this was causing late, missed or incomplete deliveries to distributors.

The Solution

We formed a team to deliver the project and used Lean and Six Sigma techniques to map the system and overall process. Analysing shift teams, process task steps and system activities, we determined risk and failure points to identify the correct controls.

The Outcome

- All time and quality KPIs are now met **100%**
- Processing time reduced by **40%**
- Quality levels improved by **30%**
- Events were streamlined to provide the fastest output rate
- Clear guidelines and error prevention measures were developed
- Embedding controls allowed new performance levels to be maintained
- Clear and visual performance data was provided

“As with all new business ventures, benchmarking is a key factor for success. The introduction of the Fluere team for the new Bee Factory was a great ‘Fresh Eyes’ insight, bringing their experiences from other sectors and locations to the table. Their persistence and drive to meet deadlines using some project management tools, which we had not used before definitely influenced some key decision making resulting in a successful outcome to date!”

Amrik Gill, Operations Manager, Bee Lighting Ltd



Transformation Support - Assessment

Is your current transformation programme delivering the changes you need?

Companies often find that improvement programmes fail, deliver poor results or show low return on investments. This can be due to lack of knowledge or poor management of critical success factors. Without understanding, prioritising or effectively delivering the critical success factors, the desired results can often lead to mediocre outcomes at best.

Your improvement programme may not be achieving its initial goals, but are the reasons why clear to you? An evaluation of your programme could be the answer.

Ask yourself:

- Do you know if your improvement programme is on track and likely to succeed?
- Is sufficient time made available for your improvement delivery resource and change champions?
- Are you adequately progressing the pace of change and embedding a Continuous Improvement culture?

If you answered 'no' to any of these questions you could benefit from Fluere's Transformation Assessment.

Our solution

If you need reassurance that a new or existing scheme is on-track and/or is likely to deliver the desired outcomes, our extremely experienced team can help with a Transformation Assessment by:

- Evaluating and questioning your current programme
- Tailoring the review to work with a small initiative or a company-wide transformation programme
- Thoroughly and constructively challenging the key elements of your change programme
- Providing clear recommendations to help mitigate the risk of your programme failing and/or to increase momentum

Aligned to our critical success criteria, we have thoroughly critiqued many transformation programmes, where there has been substantial investment, with the intention to radically improve the organisation. Our reviews typically identify key insights, which have significantly supported and influenced the programmes going forward.

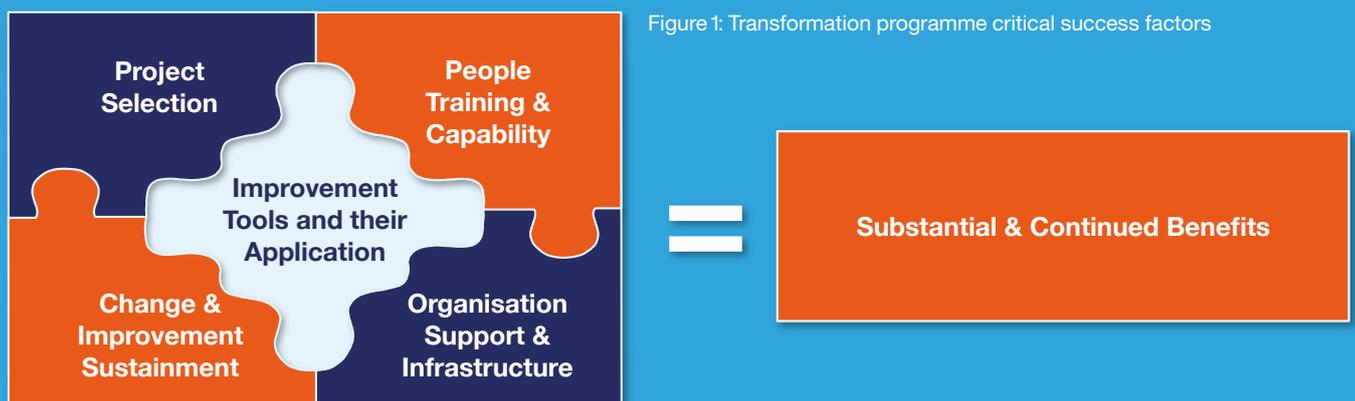
Your benefits

As a result of our review, based on our critical success criteria, the outcomes will include:

- Your approach will have been fully critiqued
- The maturity, strengths and improvement areas will be identified
- Your current success levels will be validated together with the programme's value for money
- Clear recommendations for improving the programme will be provided



Figure 1: Transformation programme critical success factors





Transformation Support - Assessment Case Studies

Clear development plans **enhance effectiveness** in telecommunications



The Challenge

Telefonica Business Solutions appointed Fluere with the goal of considerably improving their Global Solutions quality improvement capability and maturity. Fluere were required to carry out a detailed review of the current quality improvement approach and effectiveness, and to identify opportunities, together with clear recommendations for significantly enhancing the company-wide quality capabilities.

The Solution

Utilising their 'tried and tested' quality transformation assessment tool, Fluere undertook a detailed fact-finding review, conducted interactive and structured workshops, identified key gaps and produced a comprehensive report that was presented to the CEO.

The Outcome

- Key gaps relating to quality capabilities and approach were determined
- Clear development plans were provided to raise the quality team's effectiveness
- A well-defined quality deployment program was created and agreed
- Quality tools, guidance and support was clearly aligned to the deployment plan

Assessing a company-wide programme for **operational excellence**



The Challenge

With a vision and strategy to become an 'outperforming' organisation, the company has been significantly investing in and undertaking an Operational Excellence programme across the business. With high expectations for the programme to realise extensive benefits, and to build a continuous improvement capability, the company required an independent 3rd party to appraise progress.

The Solution

Working in conjunction with the Head of Global Quality Operations, Fluere provided independent input and support throughout the assessment. This entailed key data analysis, structured interviews and workshops through the business units, aligned to transformation critical success factors and reporting findings.

The Outcome

- The executive management team acknowledged all the essential findings
- The report has triggered several critical programme-wide actions and decisions
- Recommendations have been recognised which will significantly increase the likelihood of success
- Prioritised programme risks have been validated and are now being mitigated

Telefonica Business Solutions engaged Fluere to assist in the internal assessment of our Quality practices, the objective being to prepare a plan to align our capabilities to the demanding requirements of our customer. Fluere were able to break down our capabilities into simple models and provided thought provoking assessment of each area. Using various tools in workshop environments they allowed us to build a plan to address key requirements and we were able to respond favourably to the RFP demands.

Richard Hill, Business Director Strategic Accounts



Operational Design & Launch

Do you know how to maximise your new operational potential?

You may find yourself at a strategic crossroads - poised to set-up a new factory, introduce a new product range or expand your current operations. Or you may be about to invest significantly in additional facilities and equipment. But are you sure how to fulfil such a momentous next step or harness your Return On Investment?

Ask yourself:

- Can you balance additional customer requirements against your new operational capabilities?
- Do you have the means to coordinate, project-manage and achieve a highly successful launch?
- Are you able to design quality and efficiency into your new products, processes and services?

If you answered 'no' to any of these questions you could benefit from a Fluere Operational Design & Launch Solution.

Our solution

We offer a full range of support and, depending on your needs, our team can help you to accomplish a successful design and launch. With demonstrable skills and experience, from a new product to a new facility, we can provide:

- Guided, assisted or managed support to suit your needs (including project governance and management)
- The application of design improvement methodologies, to help you to design your new products, processes and services
- Evaluation of your design to ensure it meets both your customer and process performance needs
- Design and development of key operational requirements, from product demand and workflow modelling to fully functional installations and efficient shop floor/office layouts

Your benefits

Our support, mentoring and guidance solution will provide you with:

- The reassurance that your operational designs and launch will be focused on achieving maximum gains and ROI
- Enhanced likelihood of a successful launch
- The skills and know-how to help produce a new design and launch that allows you to leap forward
- A real focus on radically reducing your operating costs, building-in quality from the start and delivering highly efficient and capable processes

Key Considerations





Operational Design & Launch Case Studies

Streamlining processes to support cutting edge technology



The Challenge

Carbon Fibre Preforms has been developing the world's first cost competitive structural metal replacement carbon fibre composites. After development of the technology, the company is now in the process of investing and increasing outputs and capabilities to an industrial scale.

The Solution

As a new, unique patented technology, the company have sought the assistance of Fluere to support the design and installation process in preparation for 'full operational readiness'. Fluere project managed key aspects of operational preparation, design and implementation, to ensure that an industrial scale manufacturing plant could be realised.

The Outcome

- A fully operational manufacturing facility with industry scale capabilities
- Unique (first time world-wide) and proven production process
- Streamlined operational processes and factory layouts
- Efficient work flows, quality and controls designed into working practices

"Fluere have successfully supported the design of this radically new cutting edge technology. Paul and his team have optimized the process layout of the new factory from goods inwards to despatch. With a remit of taking the process steps from a blank sheet of paper to realising both structural and operational design, they have proactively contributed to all aspects of the project."

David Bell, CTO

Lighting the way for establishing a factory



The Challenge

Bee Lighting Ltd is a lighting technology company who work responsively with some of the world's best vehicle manufacturers. The company had ambitions to advance from providing design and development services to also establishing a state-of-the-art manufacturing facility.

The Solution

Fluere were appointed to manage key aspects of setting up the new facility. Alongside project management, Fluere analysed demand, helped prepare the site, designed the product flow and factory-wide layouts. The remit also included coordinating the equipment development, defining all logistical arrangements, and mitigating any foreseen operational risks.

The Outcome

- The entire production facility has been transformed from a cluttered shell into a logically laid out, clean-room production environment
- Factory space has been optimised, whilst providing flexibility for a varied product range
- Material handling has been efficiently designed, from raw materials to finished goods.
- To note, Bee Lighting won the national best British Small Business of the year 2016, British Chamber of Commerce award.

"Fluere were appointed to support the Bee Operations and Engineering team to build the facility and production area from the ground up. Fluere integrated into the Bee team and quickly learnt the specific technical and quality requirements of vehicle lighting. Applying best practice manufacturing principles, Fluere enabled us to develop a World Class manufacturing facility and will continue to be part of the team to ensure we are able to produce quality products and offer flexibility in product mix and customisation."

Colin Fulford, Co-founder & Operations Director, Bee Lighting Ltd



**Let's work together
to get things moving**

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