Implement Office Cells to Grow Your Business

When it comes to continuous improvement initiatives, most manufacturing companies target opportunities on the shop floor. However, office operations such as quoting, design, and order processing could present a huge opportunity to reduce lead times and grow market share.

Companies offering high-mix, low-volume or custom-engineered products spend significant time and resources in processing quotes, finalizing engineering designs, establishing bill of materials, and purchasing critical components. The result: long lead times, missed opportunities in quoting, delays in order processing, engineering changes, expediting, and high costs.

Join us for this one-day, case study-based workshop to learn how to design and implement Quick Response Office Cells (Q-ROCs) to improve order capture rate, streamline order processing to reduce hand-offs, and release orders to the shop floor quicker. Attendees will also participate in The Office Game, a hands-on simulation that demonstrates the effectiveness of Q-ROCs.

Learn about results from office cell implementations that have led to over 80% reduction in lead times, 50% improvements in order capture rate, manifold improvements in quality and on-time delivery and 15-20% reduction in costs.

What you will learn:

- **Overview**: Explanation of the Four Core Principles of Quick Response Manufacturing
- **The starting point**: Focused Target Market Segment (FTMS) – the nucleus of an office cell and the tool that helps determine the optimal Q-ROC
- **Simulation**: Attendees will participate in The Office Game, a simulation that demonstrates the effectiveness of Q-ROCs
- **Implementation**: Steps to start a Q-ROC at each participant’s company

### One-day Workshop

**Date**: March 19, 2020  
**Time**: 8:00 a.m. – 4:30 p.m.  
**Location**: DoubleTree Hotel, Madison, Wisconsin  
**Fee**: $495 (QRM Center members may enroll up to five people at $295 each)

To register online, go to [www.qrmcenter.org](http://www.qrmcenter.org)

Course fee due by registration deadline of March 12. Cancellations after deadline will be assessed 25% of enrollment fee.

### Implementation Results:

**Alexandria Industries**  
Full-service provider of precision aluminum extrusions

- Reduced quoted lead time from 30 days to four days
- Reduced extrusion-only customers’ lead time from six weeks to five days – with no additional inventory for most customers
- Increased revenue per square foot 58% and revenue per office cell team member 62%

**Aztalan Engineering**  
Precision contract manufacturer

- Quote turnaround times reduced by 50%
- Quote success rate up from 8% to 30%
- Revenue from new customers increased 200%

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**Presenter: Bill Ritchie**  
*Founder and President, Tempus Institute*

Bill Ritchie founded Tempus Institute in 2012 after implementing QRM in his manufacturing businesses. He has provided training and support to companies throughout the U.S. and Europe and established a QRM Certificate Program to provide a credential for practitioners.