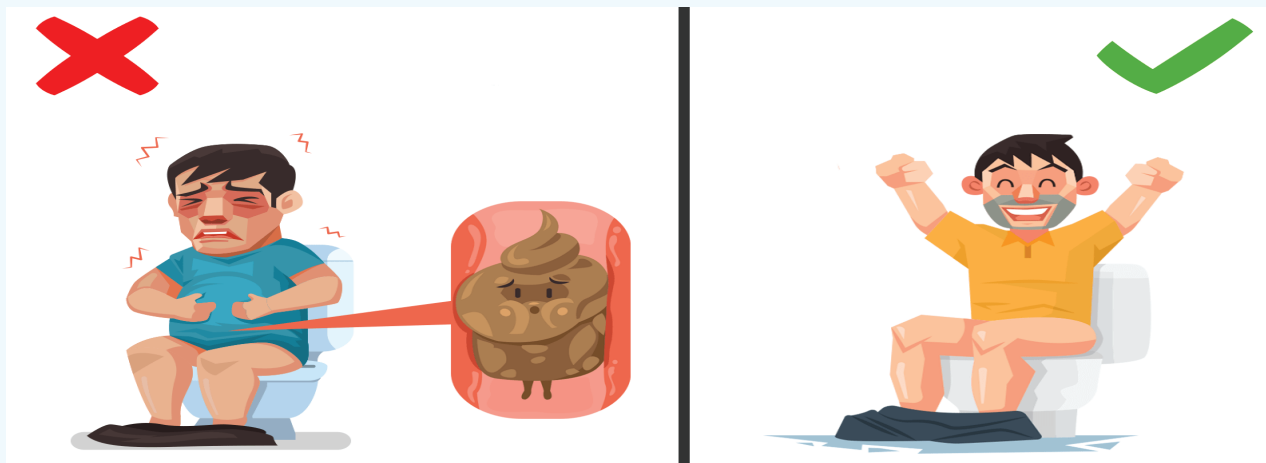


Quest Systems Pvt. Ltd.

Ensuring effectiveness by simplifying complexities
through re-engineering thinking process

QU TMS - Quest's Total Management System

HOW TO TREAT CONSTIPATION OF THROUGHPUT...



QuTMS (Quest's total Management System) ensures effective management of all processes in your company or institution: the system gives a far better grip over the management of various processes in your company- from supervisory to top management levels- that no other system gives, minimal input and incomparably low time spent on the system by the people of your organization.

The following specific results are produced in actual practice by the system:

1. The constipated throughput of your organization is released to its full potential by QuTMS:

In an automobile ancillary company supplying to a major OEM, the company increased its output 10 times in 10 months of application of QuTMS. The company has been in this field for 25 years before QuTMS was applied.

● As the production increased 10 times, it should have affected quality, isn't it? Yes it did, the company got a zero defect award from the major OEM; previous to QuTMS, there were a spate of daily complaints on quality; the consequent deductions from the bill that the OEM made on a unilateral basis used to make every order executed, a loss to the company. This zero-defect award was given to this unit amongst a thousand suppliers that the OEM had. And the unilateral deduction from the company's bills stopped totally.

● This was accomplished with hardly any investment in men and machines i.e..done practically with the same men and machines, but for some changes in the machine that were made, thanks to QuTMS.

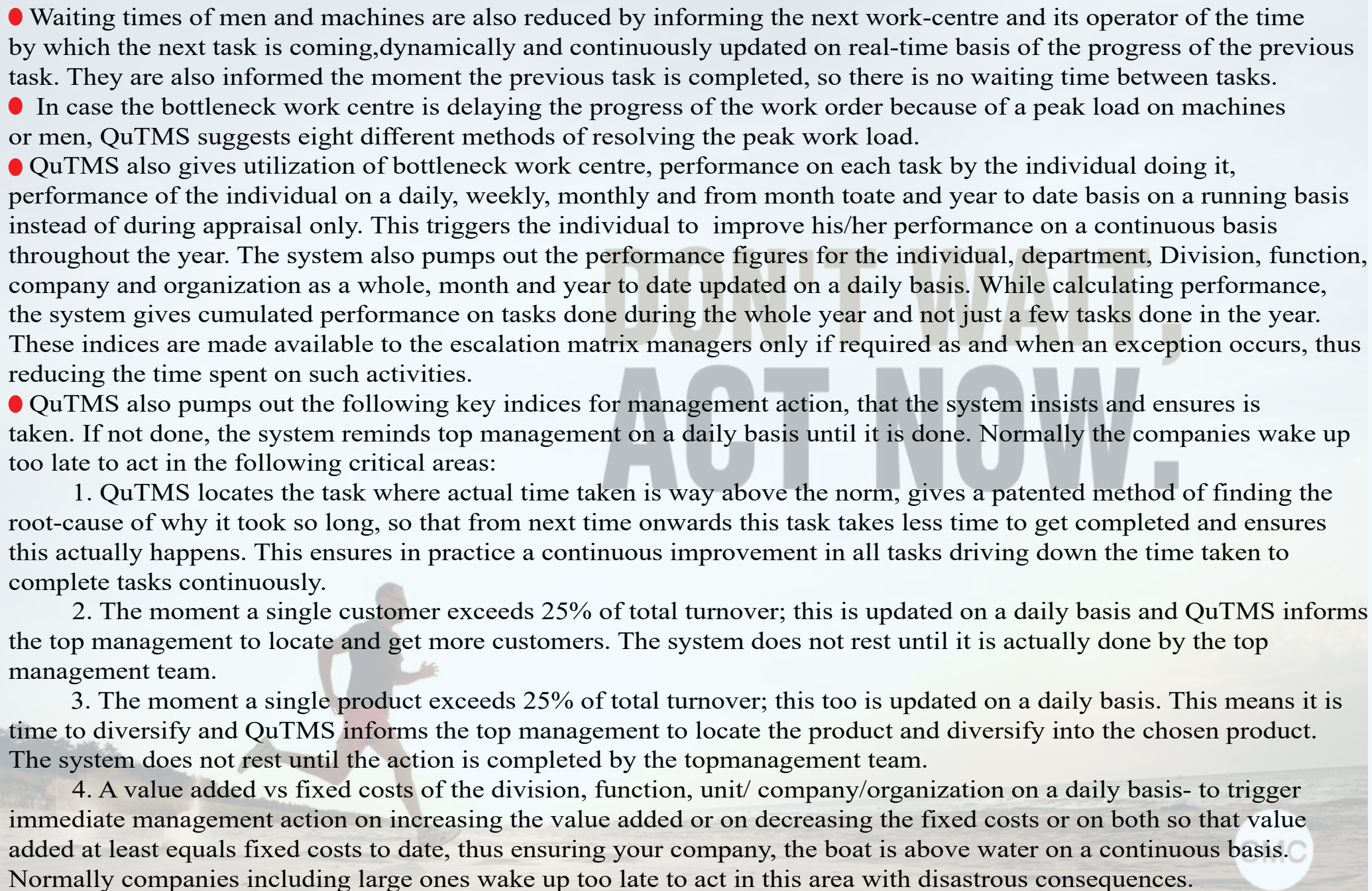
2. As the root cause for less throughput is the waiting time between stages, and not process times for the actual process, QuTMS achieves very significant increases in throughput by reducing the normally invisible waiting times of raw material, finished goods, WIP, machine and men by applying innovative, patented methods that are simple and effective.

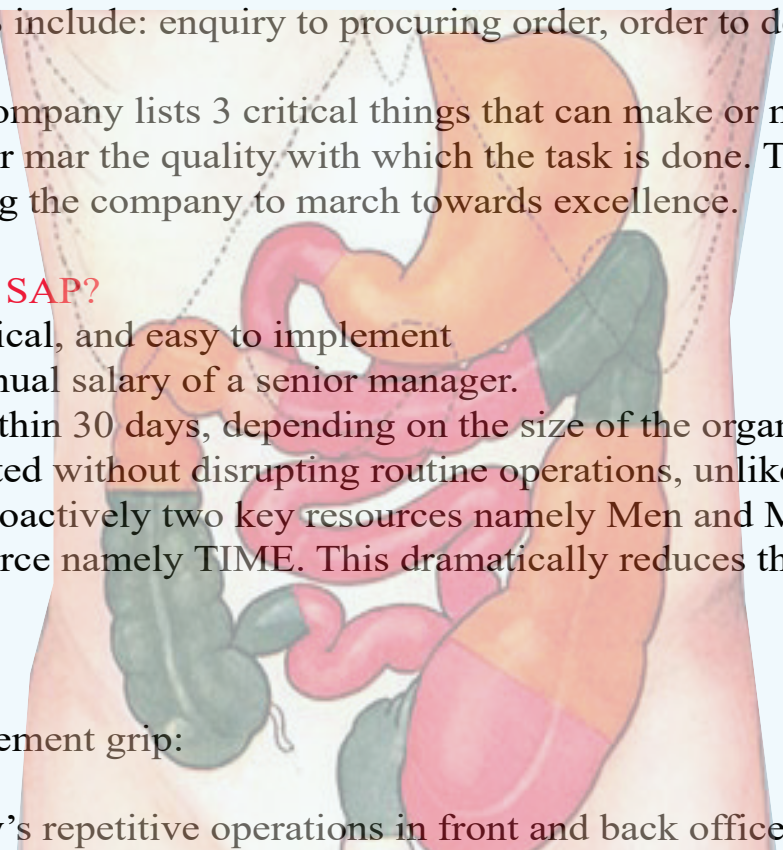
● To keep the waiting times low, the system stipulates priority for all tasks to be completed by an individual on a given day. The priorities are decided by the system so as to ensure that the total waiting time for all the orders in progress is minimised, thus keeping the customer least unhappy. Actually your customer will be continuously updated by the system on the status of his work order and by when his work order is likely to be completed. This startles him because, normally the customer has to follow up with every supplier to get to know the status of his order.



There is no need for the customer to follow up at all as the information is made available to him on his desk. And the delivery date promised by the systems actually happens. Over a period of time the delivery takes place on or before the due date stipulated by the customer in his purchase order. This single feature will put your organization ahead of all other competitors of yours. The credibility on your timeliness of deliveries that you quote will improve so much that your customer would establish trust on your promised delivery dates, and QuTMS ensures that trust will be maintained order after order.

- The priority decided for every task under every work order will be dynamically updated by the system on a real-time basis, based on the progress / delay made by the task and the work order, not just one work order but all open work orders of all customers, with an eye on the delivery date committed to each customer against each work order.
- The usual practice of over-committing and under delivery is pro-actively avoided by providing the work-load picture for a given work-centre and for each employee for the next 30 days. This enables the manager / supervisor to sort out the peak load if any, taking the help of QuTMS suggested methods, for de-bottlenecking the peak work load.
- The waiting time of raw material is reduced by ensuring implementation of an innovative inventory management system that is part of QuTMS, that is not just JIT or EOQ but one that is innovative and different and, above all very practical.
- The waiting time of WIP is reduced by QuTMS permitting no waiting time or by ensuring the least waiting time between work-centres.
- The waiting time of finished goods is reduced by ensuring that the customer order is ready for delivery not too early or too late for his stipulated due date but only a few days before or after. This has its own effect on the process of collecting out standings on time, thus reducing waiting times of money, thus keeping working capital required to a minimum and reducing the interest incurred on the working capital. This makes your organization work for you instead of for the banks!
- The waiting times of bottleneck work centres are kept to a minimum by ensuring that they never idle both as per plan and making sure this happens in practice. QuTMS has a powerful production planning and control system that ensures no waiting time by bottleneck work-centres in the company.
- The waiting time due to non-availability of the 'right' people is taken care of by QuTMS that suggests multi-skill building in an individual and suggesting which other individual can do the same task that is held up by the absence of the normal person who does that task usually. This person is suggested by QuTMS from within the same department, or if not available, within the same function or the same unit or the nearest location of a multi-location company.

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- Waiting times of men and machines are also reduced by informing the next work-centre and its operator of the time by which the next task is coming, dynamically and continuously updated on real-time basis of the progress of the previous task. They are also informed the moment the previous task is completed, so there is no waiting time between tasks.
 - In case the bottleneck work centre is delaying the progress of the work order because of a peak load on machines or men, QuTMS suggests eight different methods of resolving the peak work load.
 - QuTMS also gives utilization of bottleneck work centre, performance on each task by the individual doing it, performance of the individual on a daily, weekly, monthly and from month to date and year to date basis on a running basis instead of during appraisal only. This triggers the individual to improve his/her performance on a continuous basis throughout the year. The system also pumps out the performance figures for the individual, department, Division, function, company and organization as a whole, month and year to date updated on a daily basis. While calculating performance, the system gives cumulated performance on tasks done during the whole year and not just a few tasks done in the year. These indices are made available to the escalation matrix managers only if required as and when an exception occurs, thus reducing the time spent on such activities.
 - QuTMS also pumps out the following key indices for management action, that the system insists and ensures is taken. If not done, the system reminds top management on a daily basis until it is done. Normally the companies wake up too late to act in the following critical areas:
 1. QuTMS locates the task where actual time taken is way above the norm, gives a patented method of finding the root-cause of why it took so long, so that from next time onwards this task takes less time to get completed and ensures this actually happens. This ensures in practice a continuous improvement in all tasks driving down the time taken to complete tasks continuously.
 2. The moment a single customer exceeds 25% of total turnover; this is updated on a daily basis and QuTMS informs the top management to locate and get more customers. The system does not rest until it is actually done by the top management team.
 3. The moment a single product exceeds 25% of total turnover; this too is updated on a daily basis. This means it is time to diversify and QuTMS informs the top management to locate the product and diversify into the chosen product. The system does not rest until the action is completed by the top management team.
 4. A value added vs fixed costs of the division, function, unit/ company/organization on a daily basis- to trigger immediate management action on increasing the value added or on decreasing the fixed costs or on both so that value added at least equals fixed costs to date, thus ensuring your company, the boat is above water on a continuous basis. Normally companies including large ones wake up too late to act in this area with disastrous consequences.

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- The processes covered by QuTMS include: enquiry to procuring order, order to delivery and all support / back office functions.
 - Each task of each process in the company lists 3 critical things that can make or mar the task's timely completion and 3 critical things that can make or mar the quality with which the task is done. This ensures pro-actively the timeliness and quality of each task, thus helping the company to march towards excellence.

3.0: Why QuTMS, why not ERP or SAP?

- QuTMS is amazingly economical, and easy to implement
- QuTMS costs less than the annual salary of a senior manager.
- QuTMS can be operational within 30 days, depending on the size of the organization..
- QuTMS can be installed/updated without disrupting routine operations, unlike SAP/ERP.
- QuTMS primarily monitors proactively two key resources namely Men and Method with respect to that all-powerful, non-retrievable and vindictive resource namely TIME. This dramatically reduces the throughput time.

Conclusion:

QuTMS: Agile and effective management grip:

QuTMS systematizes your company's repetitive operations in front and back offices, ensures effective unfailing co-ordination between different departments and puts your company's all repetitive processes on auto-pilot. All the top management people will save a lot of time that goes into follow up and progressing a customer / work order, which they can usefully use in envisioning the company's future.

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