

Thornley Group

Consulting and Training

Moving your business forward

Integrated Excellence



Results Driven Improvement

www.thornleygroup.co.uk

Lean • Six-Sigma • Supply Chain Performance

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Delivering Real Results for Business

Produce More for Less

Thornley Group offers results driven consultancy and training services. Using practical improvement strategies we will work to deliver your business objectives. Specialising in Lean and Six Sigma, services are offered that range from hands-on consultancy to on-site delivery of training programmes.

With senior management practitioner experience in manufacturing and service delivery, Thornley Group have the capability to rapidly get to the issues and offer creative solutions.

By reducing waste in the organisation and increasing customer value, Thornley Group can provide the foundations for sustainable business development. Sustainability is achieved by producing more with less resources, developing better products in less time and giving greater customer choice whilst improving quality at lower costs.

Details of the services we provide can be found by visiting our website. Alternatively, you can contact us by email or telephone:


Tel: 0845 362 0240

Email: enquiries@thornleygroup.co.uk

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Why Pursue Business Process Improvement?

The goal of every business is to be competitive and to succeed. Engaging in sustainable business process improvement is the means by which world leading companies ensure that excellence is achieved and success maintained. Continuous improvement is becoming the norm and an organisation that doesn't improve at a rate better than its competitors will not survive in the long term.

Why Thornley Group?

Thornley Group offers consultancy and training in the development and deployment of practical improvement strategies. Comprehensive training programmes are offered in the tools and techniques required to create a sustainable, continuously improving, lean organisation. Methods developed and proven over many years are employed to ensure cost reduction, quality improvement and improved customer satisfaction are measurably achieved.



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Lean

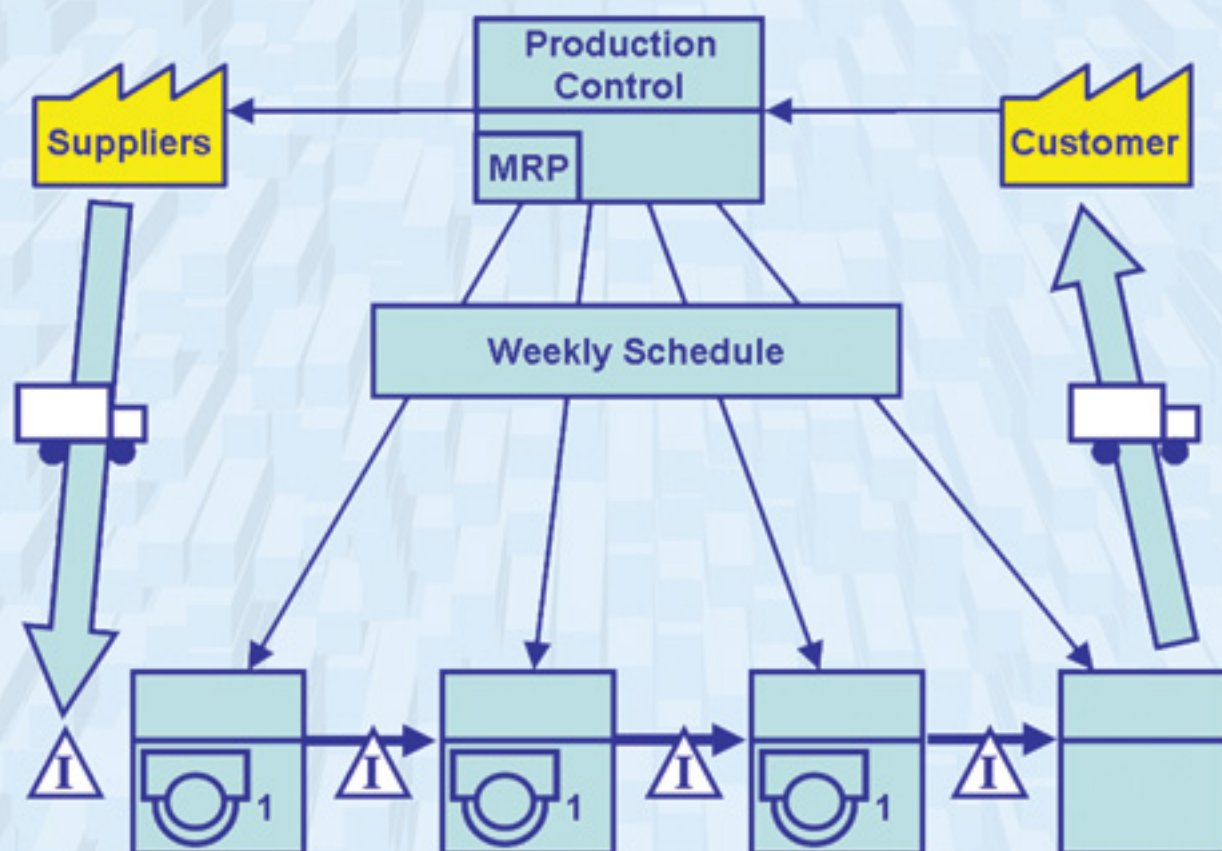
A lean organisation is one that eliminates all waste streams from its processes and associated inputs and outputs. A process that streams value without waste is the most cost and quality efficient process. Becoming a lean organisation is a continuous activity which involves the application of tools and techniques to create value streams in existing and planned processes.

The lean tool-kit includes 5S, SMED, TPM, Poka-Yoke (mistake proofing) and Kanban. It also includes the use of continuous process improvement tools such as those employed in Six-Sigma.

Thornley Group training in Lean covers all levels, from senior management to shop-floor, so a wide range of consulting and training programmes have been devised.

Becoming a lean organisation involves many steps and requires a commitment to doing business differently. Those organisations that adopt Lean across their activities perform effectively and efficiently with unnecessary waste eliminated. Significant measurable cost, quality and delivery improvements are realised. Improved customer satisfaction and increased competitiveness are achieved through Lean.

Lean training will provide the knowlege and know-how to ensure a lean strategy is successful. From creating a lean strategy to carrying out lean projects, Thornley Group can provide training and consultancy to assist and guide you.



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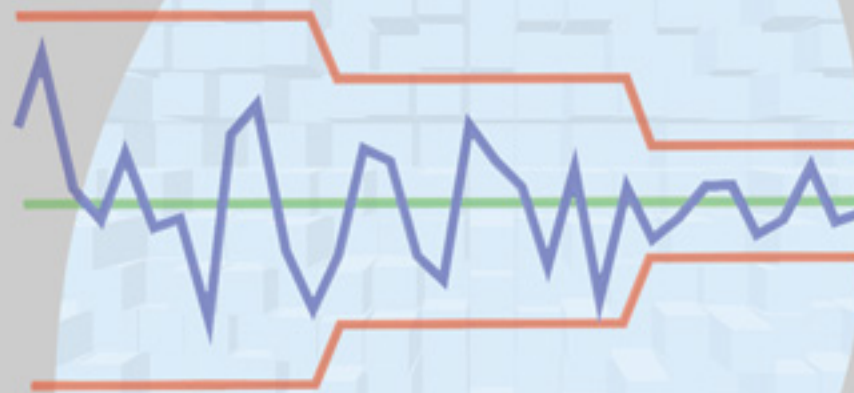
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Six-Sigma

Six-Sigma programmes are capable of delivering substantial improvements in business performance and profitability. By focusing on strategic business objectives and high impact improvements, Six-Sigma generates breakthrough results.

Thornley Group can provide the tools and framework to ensure that gains are sustained and built upon without the constant need for external consultancy intervention.

Training key people as Six-Sigma 'Black Belts' and 'Green Belts' is one of the first practical steps towards becoming a Six-Sigma organisation.



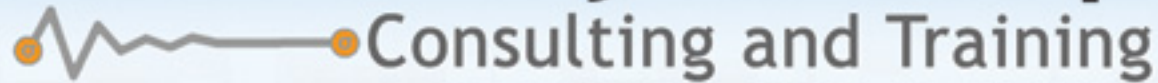
Process Improvement Tools and Techniques

This training is suitable as a supplement to a Six-Sigma training programme where training of process owners and employees is a natural phase in the process after training black-belts. It is also an alternative way to achieve improvements comparable with a Six-Sigma programme, particularly in smaller organisations.

Process improvement training covers most of the methodology found in Six-Sigma but excludes Lean, the use of advanced statistical techniques and removes the necessity to use specialist statistical software packages. The use of Microsoft Excel, a widely used software application, is all that is required.

Whilst different in content, this training programme is suitable for small to large organisations and it is more accessible, gives fast results, and can be delivered to a wider range of people.

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Supplier Performance Improvement

An important part of service and product delivery is the contribution of the supplier network. An organisation can improve quality and performance, reduce waste and create value streams that are directly within the control of management, but substantial changes in supplier performance are essential in optimising the value stream.

Harnessing supplier involvement is achieved through the identification of mutually beneficial improvement programmes and setting of appropriate measures. On-time delivery, improved quality, better cost performance and effective communication are some of the deliverables of supplier performance improvement. In some organisations, over 90% of all operations leading to the delivery of a product or service are controlled by supplier organisations. In those cases, only 10% of the available opportunities for improvement can be worked on directly.

Thornley Group can generate and implement supplier performance programmes that utilise a combination of training and consultancy that in many cases can be self-funding.


Six-Sigma and Lean Suppliers

Promoting and establishing a Six-Sigma and Lean culture in your suppliers will lead to major gains in customer satisfaction, quality and profitability.

We can create targeted campaigns in Six-Sigma and Lean for your suppliers that can, if required, incorporate your specific organisation's operational activities. Some of the benefits of this kind of training are:

- Sends the same message simultaneously.*
- Indicates a significant commitment on your part to becoming a Six-Sigma and Lean Organisation.*
- Reduces training costs by grouping together supplier training candidates. This makes the training more accessible, even for smaller suppliers.*
- Communicates the requirements for future partnership.*

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Summary of Thornley Group Services:

Lean

- *Customer Driven Value*
- *Value Stream Mapping*
- *Lean Tools - SMED, Poka-Yoke, TPM, 5S etc*
- *Value Stream Flow*
- *Creating Customer Pulled Processes*
- *Sustaining the Improvement Cycle*

Six-Sigma and Process Improvement

- *Identifying customer critical features, services and processes*
- *Identifying excessive variability*
- *Reduction of variability through the elimination of special causes*
- *Planning improvements and measurement processes*
- *Conducting evaluation studies*
- *Identifying improvements achieved*
- *Introducing improvements through the standardisation process*
- *Monitoring and evaluating for continuous improvement*


Supply Chain Performance

- *The Lean Supply Network*
- *The Six-Sigma Supply Network*
- *Supplier Improvement Strategies*
- *Win-Win Supplier Relationships*
- *Zero Defect Delivery*

Quality Management and Automotive

- *ISO 9000*
- *TS 16949*
- *APQP*

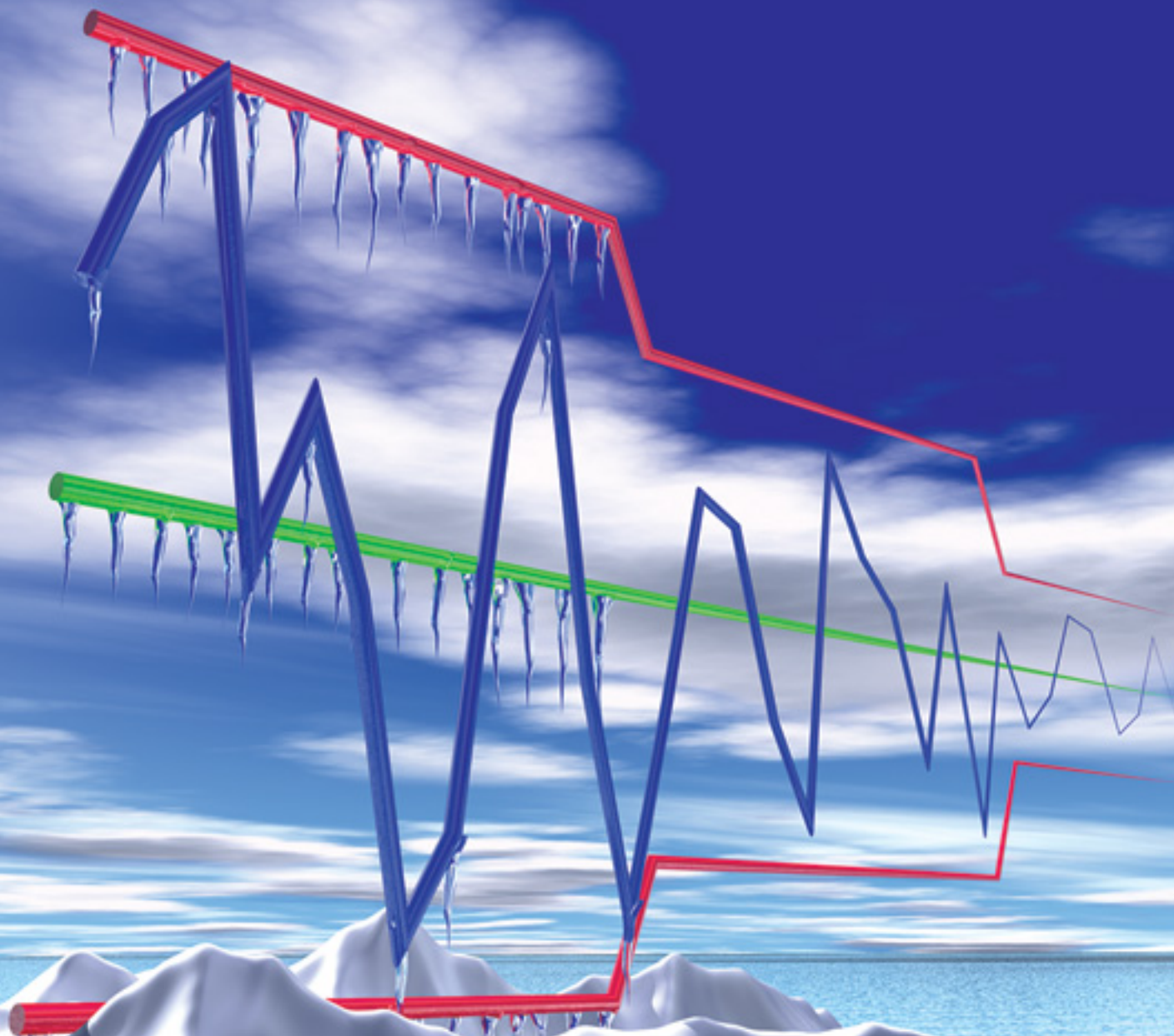
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Unfreeze Your Potential

*Contact Thornley Group to discuss
our range of results driven services*



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