



Do More With Less—Streamline Your Processes and Deliver More Services to Your Constituents

Do processes take longer than necessary and end up frustrating your customers and employees? Do you find that work practices vary widely across individual employees or groups? Are you finding that it's hard to identify recent improvements in the workplace and the impact they have on customers, employees or the public? If you answered yes to any of these questions, indications are that Lean management could help your organization.

*Streamline processes...
build capabilities to sustain
new ways of working...make
continuous improvement
part of everyone's day-to-
day activities.*

Lean manufacturing saves money and increases productivity and profits by reducing waste and increasing operational efficiency. But, Lean isn't just for manufacturing. "Lean thinking" and the tools of Lean manufacturing work in a variety of office, service and industry applications, including government. Lean management can help government streamline processes by addressing the causes of organizational inefficiency, build capabilities to sustain new ways of working and engage managers and staff to make continuous improvement part of everyone's day-to-day activities.

By incorporating NC State Industry Expansion Solution (IES) Lean solutions, tools and expertise, you will build a customer-focused organization that provides services of the highest quality and lowest cost, utilizing only value-added activities.

IES Will Tailor On-Site Services to Your Needs

- We come to your facility, because that's where the action is.
- We listen to you to understand your services, your local conditions and your issues.
- We help you find the right solutions to your specific problems.
- And we can customize a plan for transforming your processes, based on your current capabilities and desired outcomes.

IES Engineering and Technical Expertise Includes

- Lean Management
- Six Sigma
- Industrial Engineering
- ISO Certification
- Programs in health, safety, and environmental compliance

IES Can Help You:

- Do more with less—streamline your processes and deliver more services to your constituents
- Create more value in your business processes
- Improve the customer experience
- Increase your quality
- Improve employee morale
- Navigate regulatory and safety programs

Next Steps

Success with Lean management requires senior leaders to commit to learning and changing. If your organization is interested in knocking down the roadblocks to efficiency, contact Gene Smith at 336.420.9943 to find out more about how our Lean programs can help you.



Industry Expansion Solutions

Industry Expansion Solutions (IES) is the engineering-based, solutions-driven, client-focused unit of NC State University. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.

Grow Your Business With Confidence. Contact Us Today.

Visit our website: www.ies.ncsu.edu to find the IES Regional Manager nearest you. Contact us by phone: 1.800.227.0264 or email: iesservices@ncsu.edu

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