

JOHN KIM AND ASSOCIATES: (HEALTHCARE, MANUFACTURING, FINANCIAL SERVICES)



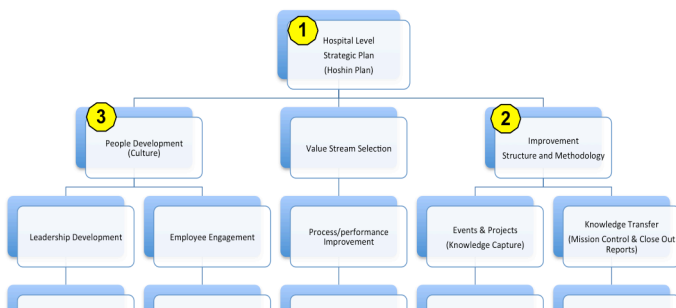
Consulting services offered

- Lean Management Systems for Hospitals, Health systems, Medical devices, Manufacturing, Technology and Financial services:
 - Aligned to your *business* objectives (growth, revenue, quality, cost, EBIT, speed to market)
 - Building internal capabilities and improvement competencies within your organization
 - Providing the structure to support, engage and activate *continuous improvement* on the front lines
- Strategy Deployment (System level), Hoshin Plan (operational) and Managing for Daily Improvement (MDI) systems development
- Training (organizational) and front line leadership development
- Executive education and development

JKA: APPROACH AND METHODOLOGY

(1) Strategic alignment: Our mobilization model for engaging with clients always begins with alignment to your System and hospital strategy and objectives (access, quality, growth, service, cost, etc). Mobilizing a *Lean Management System* aligned to your business objectives provides for a surgical/targeted approach that enhances *speed to value* and optimal utilization of improvement efforts/resources.

processes, document process changes (i.e. *capture knowledge*), and implement and deploy the changes developed. We believe that a *solution* developed by a team of 6-8 persons that is *not deployed* (to other shifts, departments, facilities, etc) is in fact *no solution at all* (a solution without deployment just represents another team doing great work). Having an improvement infrastructure, that actively embeds the process of capturing lessons learned and scaling and spreading of solutions is imperative for any multi facility, multi national organization)



(2) Approach, process and methodology (“... one size does not fit all...”): Starting with a focus on *strategic alignment*, comes the framework to identify key work systems, improve

(3) Lean is people development process: Lean is management system that, when aligned with your industry, organization, and culture (a) provides a framework for daily management and daily improvement, (b) develops new internal improvement capabilities and (c) accelerates the results yielded from process improvement activities. However the pace of learning, sequence of what needs to be learned and practicing the proper use of new tools, new (management/measurement/improvement) systems will vary by individual, department and velocity of change needed by the business. Our model focuses on the development of front line leader via our *Management for Daily Improvement* (MDI) series and senior executives via customized executive training (supported by *situational* executive 1:1 coaching)



- Emergency Department: Reduced length of stay (247 min to 165 min) and reduce LWBS by 83% through development and implementation of key processes (fast track, quick admit, lab TAT, etc) and lean management system (dashboard, huddles, employees/provider engagement, etc)
- Medicare Advantage Sales: New enrollment record achieved in consecutive years (+84%, +18%) resulting in increased membership of 4500+ members beyond baseline (\$42mm)
- Finance: Reduced global AR days (DSO) by 32.2% generating \$122+mm in cash
- Product Development: Reduced cycle time by 50+% (software, health plans, weapons systems)
- Manufacturing: improved productivity (+43%), lead time (-72%), Gross Profit (14% → 39%)

