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### John Kim and Associates overview:



John Kim and Associates is an internationally recognized consultancy specializing in the design, development and implementation of Enterprise Wide Lean Transformation. Founded by John Kim in 2006, JKA has introduced lean, lean management systems and lean transformation strategies to large corporations (\$5+ billion), small business, government, defense, technology, manufacturing and healthcare organizations around the world.

As an established executive at companies such as The Hon Company and Danaher Corporation, our founder learned the Lean principles under the guidance of Japanese sensei, first as a General Manager, then as Vice President of Operations. As an early pioneer in Lean Enterprise consulting, John was amongst the first to expand traditional lean *manufacturing* to drive business

performance metrics such as: Revenue, EBIT, Working Capital, Cash and speed to market (new products/services/technologies). It is this work in the expansion of traditional lean manufacturing into business processes, information flows and the extended enterprise (e.g. sales, engineering, finance, quoting, human resources, supply chain, legal, etc) that has become the hallmark of the JKA model, brand and consulting team.

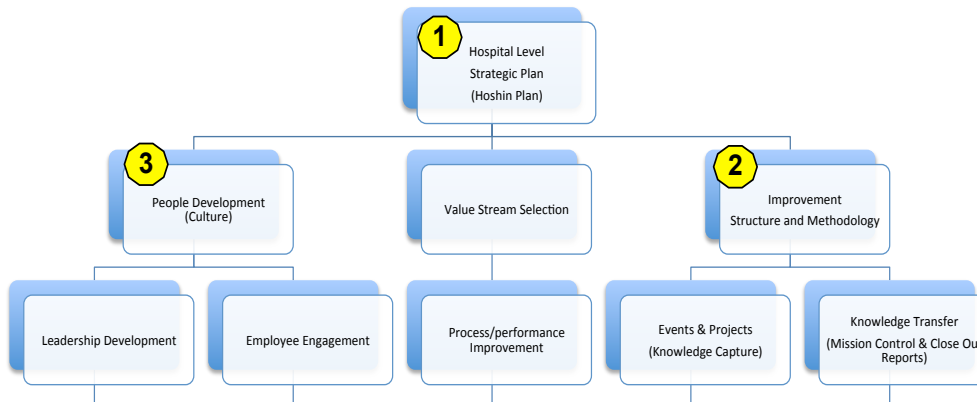
**Experience:** Working in sectors ranging from healthcare, defense (Air Force, Army, Navy), oil/gas, energy, traditional manufacturing, administration, medical devices and service/distribution, JKA has learned the importance of aligning one's approach and methodology for Lean with the industry, type of process (e.g. Manufacturing vs. Technology vs. Information vs. Financial), objective(s) and local culture. It is this combination of business and operational experience that is the foundation of the consulting model used today.

Our clients include manufacturers of all types (discreet manufacturing, continuous flow production, engineer to order solutions, capital equipment, etc.). Understanding the differences and nuances in the business of manufacturing and manufacturing operations is key to developing a strategy and approach for improvement and in turn appropriate application of lean principles, systems and tools. With manufacturing organization our work typically focuses on improvements in cost, capacity, inventory, supply chain, growth, lead time and/or quality.

In addition to traditional improvements associated with lean applied to *manufacturing*, the JKA team utilizes a proprietary approach to applying Lean Principles into information flows (office, administrative, transactional technical processes) and "Business Processes." Lean Business Process is best described as applying Lean to those processes that specifically impact an organization's Income Statement and/or Balance Sheet. Examples include: Sales/Marketing (Revenue), Engineered solutions/New Product Development/New Product Introduction (speed to launch, effectiveness of launch, speed to market), Materials/Inventory Strategy (Working Capital/Cash), Finance (Accounts Receivable/DSO, Month End Close, International tax), Supply Chain/Distribution (working capital/cash).

## Approach:

Our approach for working with any client seeks to first understand an organizations culture, business challenges, current organizational capabilities, and leadership team's appetite for change. Our model is designed to start from a basic framework of (1) Strategic Alignment (business case), (2) Improvement Infrastructure (how to improve and how to share improvement) and (3) People Development (senior leadership, operational leadership and culture).



It is this framework that ensures alignment, defines *how* improvements will be made (and shared), captures the importance of developing our operational and business leaders. Moving beyond *improving processes* and *improving performance* locally is the importance and

value of scaling (spreading) solutions and lessons learned. The JKA model is built to address one of the largest gaps of most traditional lean programs: implementation and deployment of solutions.

Moving beyond *sustaining* solutions, our objective includes the ability to scale and spread both solutions and *learning* across an organization. Whether deployment involves 2400 nurses and physicians in a hospital (new infectious disease control process), 8 sales offices across the US (new product/technology launch), 40 service centers across North America (new order/asset tracking process) or 23 countries on 3 continents (new billing to collections process), we believe a *great solution that is ineffectively deployed is in fact no solution at all... just a great idea*. Using a combination of engagement, documentation, messaging and our approach to *implementation and deployment*, our ability to effectively scale and deploy solutions has yielded results that include: reducing infection rates 84% (900 bed, 4000 employee hospital), new product sales 312% above plan, 72% improvement in asset management and \$127mm reduction in DSO.

## Lean Applications:

Strategy development, strategy deployment (Hoshin plan, balanced scorecard), sales, marketing, communications, manufacturing, supply chain/supplier development, distribution, logistics, engineering (product development, product introduction), legal, compliance, human resources, QHSE.

## Clients include:

- Manufacturing: Sealy, Hon Company, Altec Industries, Dover Corporation, Belvac equipment
- Technology: Microsoft (AX, XBox), Lockheed Martin, Baxter. Oracle, EPIC, Athena
- Oil/gas: Schlumberger, Transocean, M-I SWACO, Smith Services, @Balance. LTR
- Medical Devices: GE Healthcare, Datex Ohmeda, Hill Rom Industries, Medtronic, Stryker
- Healthcare: Mercy Health System (31 hospitals), Baptist Health System (11 Hospital), Franciscan Health (5 hospitals), Martins Point Healthcare (11 locations), Baystate Health System (5 hospitals)
- Pharma: Genzyme, Hyclone, GE Life Sciences
- Defense: Lockheed Martin, Northrop Grumman, US Army, US Navy, US Air Force