

Achieving Operational Excellence at a Global Organization: A Real-Life Case Study



While every manufacturer has its own Operational Excellence journey to navigate, each share several things in common. Bold thinking, rapid decisions and actions, and fully informed and engaged teams are prerequisites for success. At the onset, mid-stages, and goal in sight, this commitment to full organizational alignment is critical to success.

According to benchmark research from more than 500 global manufacturing executives, the top challenge organizations face today is how to break down silos of organizations and departments and foster greater collaboration. Research also shows that the companies that effectively address this challenge are in a much better position to deliver superior products and services, be responsive to customers, and be more efficient in doing so.

In LNS Research's upcoming Global Executive Council meeting, March 26 at 2:00 pm EST, senior manufacturing executives will be provided the opportunity to learn from LNS Research's two-year research study that has illuminated how today's leading companies are addressing challenges and accelerating their operational excellence journeys.

Marc Turco, Director of Global Manufacturing at Tyco International will share insight from his company's journey of implementing Operational Excellence programs across global organizations over the last decade. Key points and takeaways from this council meeting will include:

- Highlights from Tyco's 12-year continuous improvement journey: What worked and what needed to be re-worked
- The enabling factors that maximize how far a continuous improvement culture can permeate
- How to enable collaboration across functional teams to drive optimum efficiency
- Identifying where innovation fits into the Operational Excellence Journey
- The role played by software technology
- Actionable recommendations for companies specific to their stage within the Operational Excellence Journey

This research will provide senior manufacturing and business leaders with the right tools to pinpoint and select the right strategies for pursuing Operational Excellence programs across the enterprise.



Speaker Profiles

Marc Turco, Director, Global Manufacturing Operations, Tyco International

As the Director of Global Manufacturing Operations, Water & Mechanical Products at Tyco Fire Protection Products, Marc leads the \$650 million product segment's thirteen manufacturing operations and oversees the performance of the entire supply chain.



A certified Black Belt and Master Black Belt, Marc has 16 years of coaching, application, and champion experience with Six Sigma, Lean, quality and change management, methodologies, which he has applied across the entire value chain, including manufacturing, transactional, and design areas. Additionally, he has led multiple global Operational Excellence and Lean/Six Sigma programs at various stages of maturity, as well as the development and deployment of a global enterprise quality management system.

Marc holds an M.S. in material science engineering from the University of Connecticut and B.S. in ceramic engineering from Rutgers University.

Mehul Shah, Senior Associate, LNS Research

Mehul Shah is a Senior Associate and a co-founder of LNS Research. He has spent the last decade helping senior industrial executives to effectively manage their operational and business performance across the value chain.



In his current role, Mehul leads LNS Research's Global Executive Council (GEC) working with quality and manufacturing leaders across global companies such as Harley Davidson, Whirlpool, Corbin Lockheed Martin etc. He is responsible for driving the agenda of the executive council and working with these leaders to benchmark their organization and provide actionable recommendation from a people, process and technology perspective.

Before co-founding LNS Research, Mehul spent six years working at the Aberdeen Group as a Research Analyst. Mehul's responsibilities at Aberdeen included



creating thought leadership content for executives to leverage within their operational and financial objectives.

He graduated from the University of Mumbai with an engineering degree, and the University of Massachusetts Boston with an MBA in Finance and International Management.

Matthew Littlefield, President and Principal Analyst, LNS Research



Matthew Littlefield co-founded LNS Research in 2011 and is now President and Principal Analyst. In this role Matthew oversees LNS's coverage of the industrial value chain. As a recognized industry expert he contributes to the widely read LNS Research blog as well as many other industry publications. Matthew is also a sought after public speaker and continually advises manufacturing executives on how to best leverage

technology in their operations.

Before founding LNS Research, Matthew spent five years at the Aberdeen Group leading the Global Manufacturing Research practice, where he authored hundreds of thought leadership research reports and frequently spoke at industry leading events. Prior to the Aberdeen Group, Matthew spent five years working for several global manufacturers in both engineering and shop-floor management roles. He graduated cum laude from the University of Massachusetts, Amherst with a BA in Economics and MS in Industrial Engineering and Operations Research.