Illuminating Process Visibility Drives Continuous Improvement at Kichler

About

Kichler Lighting Corporation designs, contract manufactures and distributes residential lighting primarily in the North American market

Locations

Four locations, Cleveland, East Hartford CT, Atlanta GA, Las Vegas NV

Details

- About 1,000 new orders per day
- About 6,000 active SKUs
- > 500 employees
- ERP – Epicor
- Microsoft Office / SharePoint
- BPM – CPS Solutions; SharePoint, SolutionCARE

ROI BENEFITS

The Kichler Lighting team had already paid back the investment in Winshuttle Workflow. By adding PROCESS BI, the light shines on process performance and illuminates areas of best practice sharing opportunities with the team.

- Eliminated arduous reporting extracts and data aggregation (Excel), saving time, moving away from stale data and eliminating errors
- Reduced task level duration for even well performing processes that seemed fine end-to-end, but graphical KPIs presented opportunities to further improve.
- Collapsed process time for Bill of Materials creation when the dashboard highlighted tasks level hang ups that were resolved via resource allocation.
- Automated more communication as KPIs highlighted options to further streamline using the Winshuttle Workflow email plug-in. Gaps in the Customer Create process and allowed faster time to order.
- As process automation scales, so do dashboards, automatically, without development costs.

AUTOMATING PROCESS WITH WORKFLOW IS A FIRST STEP – WHAT IS NEXT?

Kichler Lighting has made impressive improvements to their internal productivity by automating processes with CPS Winshuttle Workflow. However, the first questions that arise once an automated workflow is in place are: "How are we doing?" "Are we as efficient as we can be?" "Are we using automation in the most efficient manner and what can be improved?".

Answering these executive questions is important and required. The problem: How to do it without traditional reporting that requires muscle, older tools and approaches that make information stale as soon as captured and presented. *The Solution: PROCESS BI, near-real-time KPIs in an executive dashboard that has fluid, relevant and timely information about automated processes. All available quickly, in a cost effective manner, with little to no IT involvement and a User Interface (UI) that works dynamically on any device.*

CAN'T IMPROVE WHAT YOU CAN'T SEE

Within an hour of installation, interactive, real-time KPIs are available on any device to drill into automated process performance.

"Any organization that is process aware will not be satisfied with one and only one improvement to a given process. Now comes the hard part. How do you improve a process that went from weeks to days? You need to see data in formats that provide insights into opportunities." Says Rick Hawk, Business Process Manager at Kichler Lighting. "With CPS's PROCESS BI, it's available in a matter of hours."

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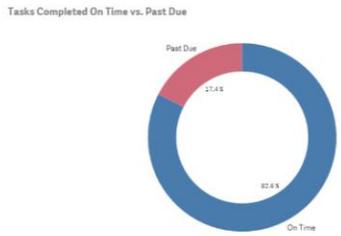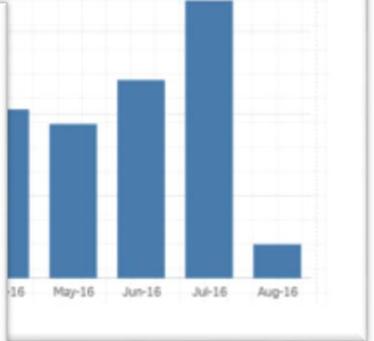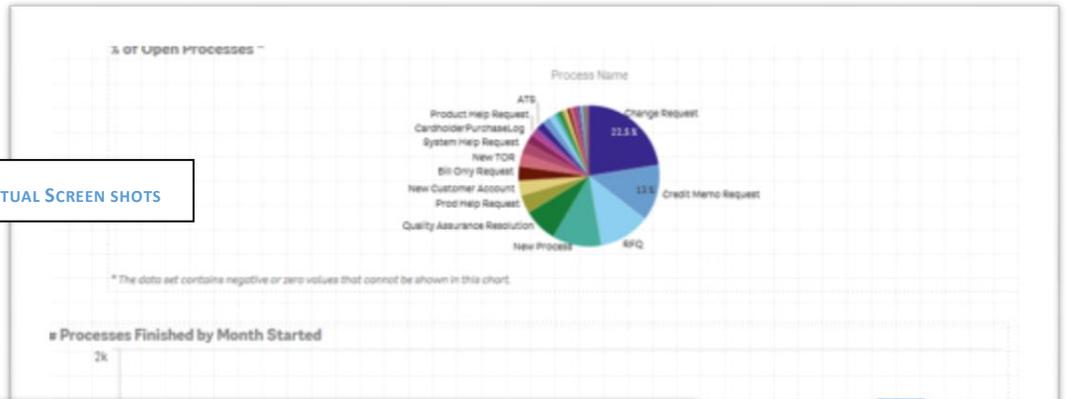
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WHAT IS PROCESS BI?

As a popular process platform, Winshuttle Workflow is a rapid (*little to no-code*), easy and affordable automation tool. CPS PROCESS BI is a pre-packaged App built on Qlik Sense (top rated BI platform) to rapidly deliver rich process dashboard visibility, with KPI's that are customizable and scalable to any system, ERP, PLM, or CRM application. PROCESS BI is affordable and instantly exposes Winshuttle process-rich information. Because Qlik Sense is powering PROCESS BI, CPS can help you scale or integrated to other environments without cubes and data warehouses.

Kichler has rapidly automated many paper or manual intensive processes from Customer Service (Credit Memo Request - Product Help Request, Cycle Count Request, Bill Only Request, Fixture Request, Refund Check Request) to Purchasing (Event Line Worksheets), Finance (Cardholder Purchase Log), IT (System Help Request, Time Off Request, Weekly Attendance) and Marketing (Sales Tool Requests).

KICHLER LIGHTING – ACTUAL SCREEN SHOTS

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