

## Introduction

The VISTALIZER® improvement technology offers advanced but yet practical solutions for doing the right things right in a fast and cost effective way – despite the size of the organization, processes, business, culture and current performance level. By applying the solutions, it is possible to implement a high-performance process improvement process that produces substantial benefits – year after year. The solutions raise the (total) process improvement yield to a very high level (=the output), which in turn raises remarkably the performance of the focus processes in terms of time, quality and costs (=the outcome).

## The VISTALIZER® Report Assures the Process Improvement Effectiveness

The solution *VISTALIZER® Report* (FI, S and US) is a concrete, high-class process improvement plan that is created based on a solid and scientifically verified methodology<sup>1</sup>. The solution contains the required data collection, analysis (cultivation of data into information) and synthesis (cultivation of information into knowledge). It can be implemented to any process regardless of the line of business or performance level. The easily understood, logically structured improvement plan contains typically approximately 50-60 pages (A4). The plan defines the optimal process improvement path for the focus process assuring thus the improvement effectiveness, i.e. improving the right issues, at the process level, partly also at the company level. To do this, it considers the following issues:

- The needs/demands of three crucial stakeholders (customers, employees, owners).
- The process capability (strategical and operational, incl. possible change resistance).
- The process model (does not have to be defined in advance) and the related process performance (time<sup>2</sup>, quality<sup>3</sup> and costs).
- Identification of improvement objects (problems), prioritizing, creation of preliminary improvement suggestions (incl. consideration of possible other on-going actions).
- Level of the management and improvement system.

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<sup>1</sup> Pastinen, Markus. *Process Improvement Essentials: a Framework for Creating and Implementing Operational Improvement Plans*. Helsinki, 1998 (2. ed. 2000). 200 p. Vitalize. ISBN 951-97912-0-5. Doctoral dissertation (Helsinki University of Technology).

<sup>2</sup> E.g., delivery time, lead time, non-value adding time, delivery certainty.

<sup>3</sup> E.g., non-conformance to standards (defects), environmental influence, level of innovation/technology/automation/bureaucracy.

- Commitment and motivation of key persons (->active contribution), a real deployment of actions (-> implementation using mainly the PDCA logic), performance measures.
- Synthesis; net value (€) of the actions, effect on the process performance (time, quality, costs), strategic weights, roll-out plan (typically 12 months).

The approach itself contains active components that will activate and motivate the key persons. This is especially important once the improvement objects are being implemented. The time consumed by the approach will be in the range of 5 h...8 h. The number of attending key persons is usually 6-15 persons. The delivery time is generally 14 days (Figure 1).

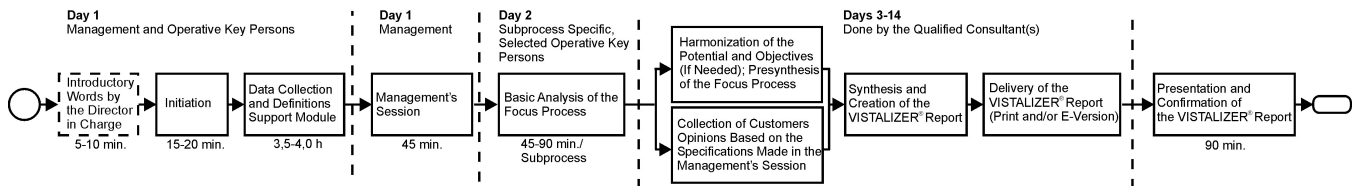


Figure 1: The main phases for producing the VISTALIZER® Report.

## Key Benefits

The VISTALIZER® Report provides concrete advantages to increase the performance of the decision making related to improving the performance of key processes:

- 1) It identifies opportunities to improve the effectiveness of the target process (doing the right things), besides efficiency (productivity) related issues (doing things right).
- 2) It utilizes a robust approach to assure a sufficient and needed input data and information. It is fully operational even in settings where no measured data is available, and takes advantage of tacit knowledge where applicable.
- 3) It needs only a low level of resources in terms of effective working time (typically 5-8 h/keyperson) and calendar time (~14 days).
- 4) It tells in a credible way the real improvement potential of the target process, both in terms of the performance (time, quality, costs) and the financial outcome (present value and net present value).

- 5) It communicates the optimal step-by-step path to realize the identified improvement potential (“intelligent road map”). The method behind the improvement plan is verified extensively, both in theory and practice.
- 6) The way the improvement plan is constructed, and the end-result itself, is a thorough introduction to the key concepts of modern process improvement (case from the own company).

## Implementation Support

The VISTALIZER® Report is backed by a versatile implementation support that assures the smooth and cost-effective realization of the plan:

- **App:** VISTALIZER for Enterprises 3.x (US). Available in App Store (iOS/iPadOS) and Google Play (Android).
- **Quality assurance of the PDCA work** (high-class realization of the improvement objects): <https://www.vistalizer.com> and [pdca@vistalizer.com](mailto:pdca@vistalizer.com).

## Additional Information

Additional information regarding the solutions and related concepts is available through the following sources:

- **Book:** Pastinen, Markus. 2010. *High-Performance Process Improvement*. Berlin Heidelberg: Springer-Verlag. Formats: hardcover, paperback, e-book and Kindle edition.
- **Blog:** <https://highperformanceprocessimprovement.wordpress.com/>
- **Internet:** <https://www.vitalize.fi>