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### Greater Boston Manufacturing Partnership (GBMP): People based productivity for bottom line results

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# Greater Boston Manufacturing Partnership (GBMP)

People based productivity for bottom line results

Bruce Hamilton, President and Lela Glikes, Program Manager

## Summary/Abstract

Based at the University of Massachusetts Boston campus, GBMP is a not for profit corporation founded in 1994 to help businesses keep and grow good jobs, compete in today's global economy, and contribute to a strengthening and vibrant economy in Massachusetts and surrounding communities through the training of **Lean Manufacturing** and **Continuous Improvement** principles and real-world practice.

*"Continuous Improvement is a philosophical and methodological approach to business that strives to provide ever-increasing value to the customer through total employee involvement in the reduction of non-value added wastes and their associated costs."*

**Bruce Hamilton, President, GBMP**

## Goals and Objectives

- Strengthen industry and supporting infrastructure and increase employment opportunities in the region
- Help organizations improve operational profitability and their ability to compete in the global economy
- Work one-on-one with organizations to educate, empower and energize employers and employees to develop Continuous Improvement Programs that change the way they think and work to facilitate initial improvements and their ability to sustain a CI program that delivers bottom line results year after year
- Offer public workshops, a membership network, plant tours, an annual regional Lean Conference and produce lean training DVDs, books and games available for purchase.

## Approaches and Methods

Continuous Improvement (Lean Manufacturing & Six Sigma) is a philosophical and methodological approach to business that strives to provide ever-increasing value to the customer through total employee involvement in the reduction of non-value added wastes and their associated costs.

GBMP helps companies focus on the critical revisions to management policy and measurement systems that are necessary to support any pursuit of operational excellence.

GBMP's training is focused on the shop-floor or office or clinic – the place where all of a company's value is created. GBMP's philosophy is that the process of acquiring knowledge is best done through tacit learning (learning-by-doing). GBMP trainers acts as mentors and facilitators rather than consultants.

GBMP believes that improvement should be a part of everyone's workday. Continuous Improvement is comprised of the many small changes for the better created from the experience and common sense of the people who do the work, those with the talents and knowledge to best apply lean concepts to a company's processes.

## Partnership Information

GBMP is a licensed affiliate of The Shingo Institute, home of the prestigious Shingo Prize. Our Lean Certification program is aligned with that of the Society of Manufacturing Engineers (SME). GBMP works closely with the Massachusetts Workforce Training Fund to help organizations apply for government grants to help defray the cost of training.

## Results and Impacts

**GBMP's customized training programs regularly result in a 5-10 times return on investment and order of magnitude improvements in quality, cost and on-time delivery.**

### Case Study

Signature Healthcare, based in Brockton, is a regional healthcare provider for Southeastern Massachusetts. Leveraging a workforce training fund grant from the state of Massachusetts, Signature began working with GBMP in 2011 to support targeted training sessions for managers and associates.

In January 2013, Bruce McGill facilitated an improvement effort at a SHC outpatient clinic in Bridgewater. In two days, a multi-disciplinary team worked on simplifying and streamlining the paperwork process. After implementing the plan, the team shared the results listed below:

- *Reduced # of touches per document by 50% by creating a document processing "cell"*
- *Reduced the number of documents going to the doctors by about 15%*
- *Created several "form letters" in their Electronic Medical Record (EMR) system that will significantly reduce the amount of time spent re-creating letters*
- *The revised process will allow Doctors to request only what they need versus the entire medical record.*
- *Overall lead time of the process was reduced from 2.6 days to < 1 day.*

GBMP has assisted thousands of companies; a library of Lean & Six Sigma Case Studies are available on our website ([www.gbmp.org](http://www.gbmp.org)).