

Process Centered Environment

Process Centered Environment Overview

Acoat® selected knows customer expectations have evolved and the need to reduce cost, cycle time and increase profits have lead to production enhancing processes.

"I strive for perfection knowing I shall never reach my goal, it is this desire to achieve the perfect process that stimulates my mind and drives my activities through continuous improvements".

True process innovators understand they cannot move their organization to the ideal state all at once. In fact, they understand they should never reach the ideal state as this ideal state keeps shifting as you continually improve. Instead, they set a goal of continuous improvement, no matter how small.

Within the continuously evolving collision repair market, customer expectations have evolved and the need to reduce cost, reduce cycle time and increase profits have lead to the introduction of production enhancing processes.

The PCE approach is based on the combined aspects of 3 key principles:

- ◆ Lean
- ◆ Theory of constraints
- ◆ Agile Manufacturing

Lean is a holistic, comprehensive, enterprise-wide program designed to be integrated into the organisation's core strategy and about getting the right things, to the right place, at the right time, in the right quantity while minimising waste and being flexible and open to change.

Theory of Constraints is based on the premise that the rate of revenue generation is limited by at least one constraining process (i.e. a bottleneck). Only by increasing throughput (flow) at the bottleneck process can overall throughput be increased.

Agile manufacturing is a term applied to an organisation that has created the processes, tools, and training to enable it to respond quickly to customer needs and market changes while still controlling costs and quality.

Why We Are Different!

The Sikkens Process Centered Environment:

- ◆ Is to provide an optimal series of interconnecting events
- ◆ Aiming on maximum customer care and satisfaction
- ◆ By adding value (through the eyes of the customer)
- ◆ Leading to a relationship during ownership of his or her car and beyond
- ◆ Helping the bodyshops to create a customer for life



ProcessCentered™
ENVIRONMENT