

ULTIMATE LEAN, INC.

CAPABILITY STATEMENT

ADMINISTRATIVE:

Legal Name: ULTIMATE LEAN, INC. (ULTIMATE LEAN)

Address: 9701 Overlea Drive Rockville, MD 20850

Phone: 240.671.6044

Business Size: Small Disadvantaged - 8(a) Certified
Woman owned

DUNS No.: 607993800

CAGE Code: Please reference CCR

NAICS Codes: 541330 – Engineering Services
541490 – Other Specialized Design Services
541611 – Administrative Management and General
Management Consulting Services
611430 – Professional and Management Development
Services
923120 – Administration of Public Health Programs

COMPANY PROFILE:

ULTIMATE LEAN, INC. is an 8(a) company providing Lean Enterprise, Business Process Reengineering, Lean Sigma, Strategy Deployment services. Our customers include government and commercial entities. The Ultimate Lean Team has a proven history of providing lean enterprise and business process reengineering services to the United States Housing and Urban Development (USHUD), The United States Environmental Protection Agency (USEPA), The United States Department of Agriculture (USDA), and the United States Air Force (USAF). Other representative projects include business process reengineering for Commercial clients include: Siemens Healthcare Diagnostics, Astra Zeneca, Perdue Farms, State Farm Insurance, and others.

We have developed a powerful, simple, and systematic approach for creating Business Excellence. The approach maximizes improvement in the shortest time while minimizing risk to the agency and drives toward a fundamental culture

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change. Totally action-oriented and implementation-focused. Our senior consultants are with you what each has spent a career doing, using proven Lean tools, hands-on, to drive rapid improvement.

Products and Services

Training and Facilitation / Consulting

Lean Leadership

Designed to develop the skill of your Leadership, targeted specifically for senior levels in your organization. Unlike other Leadership development sessions, this session will focus on the new skills required to initiate, manage and lead the organizational change required for transformations. The need for this material initiated from the question "What should the Leadership role entail?". The Developing Lean Leader course is a customized systematic approach to improve the capability of your Leadership through Leading people, improving processes and building a culture of continuous improvement during a Lean Transformation.

Strategy Deployment

The outcome is a clear linkage of the enterprise objectives with each organization's action plan necessary to achieve "breakthrough" objectives. Strategy Deployment is a management tool that has every employee linked and aligned to the top-level team's focus, with a few meaningful monthly stretch targets that are actionable. It is used across the entire organization to manage performance. Supporting the plan are key metrics and minimal reports established to monitor progress on a monthly basis. Monthly face-to face meetings to review progress and discuss countermeasures are part of the process that drives results.

Value Stream Mapping

Value Stream mapping is used to analyze a business process and to prescribe a plan, with timeline and assignments, for transforming the process and achieving breakthrough results. The VSA approach ensures that the enterprise is working on the high leverage activities; that everyone understands the effort required and accepts accountability; that the VSA team is challenged to look at the steps in their value streams with a more critical eye by identifying "value added and non-value added activities". Deliverables include 6 critical pieces – (1) team charter, (2) a current state map, (3) current state observations, (4) ideal and/or future state value stream maps, (5) baseline data with key performance improvement indicators, and a (6) detailed plan of Kaizen or Improvement Events, business process improvement projects and "just do it's."

Lean Rapid Improvement Events

Our Kaizen Breakthrough model, we teach and implement Lean principles, helping agencies and organizations achieve unprecedented efficiencies and performance improvement - in internal business processes and throughout the value chain.

Standard Work / TWI Training within Industries

A proven systematic management system to orient, develop & retain capable people who are willing and able to contribute to the organizations mission, vision, values, goals and objectives. Using the powerful work breakdown structures, teams develop standard work to repeatably, predictably and consistently produce pure value and perfect quality products and services.

Problem Solving / A-3 Thinking

A powerful approach to bringing out the best in your people utilizing A3 thinking, practical problem solving tools and techniques. In this workshop, participants will develop an understanding of truly defining problems, driving down to possible root causes, developing resolutions, implementing change, monitoring and tracking results to ensure problems do no reoccur.

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3 P Product / Process / People Lean Design

Testimonials

"Ms. Stopher's expertise and guidance was essential as the Seattle Multifamily Hub undertook the task of learning about the Toyota model of LEAN Engineering to ultimately redesign the Section 232 FHA Health Care Mortgage Insurance Program for HUD."

"Through it all, Maria was and remains our technical expert and resource for all things "LEAN"."

"ULTIMATE LEAN, INC. has been the driver behind whatever LEAN achievements we have managed to achieve through the 232 LEAN Initiative and we are more than grateful to have had this wonderful opportunity to work with ULTIMATE LEAN, INC."

"I am pleased to attest to the successful performance of Ultimate Lean, Inc. in providing management consulting. Ultimate Lean, Inc. has provided management consulting assistance to the Federal Housing Administration (FHA), U.S. Department of Housing and Urban Development over the course of the last several years. The quality of the services delivered has been consistently outstanding. The knowledge, expertise and social skills of Ultimate Lean's president, Maria Elena Stopher, have proven exceptional. We currently are using Ultimate Lean's services and will continue to do so over at least the next two years as part of a major national FHA Quality Initiative."

"Maria Elena has unfailingly provided support whenever needed, often working long hours to ensure we were fully prepared for all lean events and follow up sessions and provided value to all in participants. The quality of her work and support has been superior and I just wanted to commend her for efforts over the past year."

-- Director, Operations; US HUD

"The purpose of this note is to express my appreciation and admiration for the excellent work being performed by Maria Elena Stopher our Lean Consultant. She has galvanized the staff here, including myself, to create a robust and well targeted Business Process Re-Engineering of the FHA Origination, Underwriting and Endorsement process. It is still difficult to believe that we have moved so quickly in the two months since she and you first came here. This could not have occurred without her tireless, inclusive and intrepid leadership. She exerts herself not only in the generous day time hours that she allots to our project in the midst of several other projects (to which she seems to devote equally strong efforts) but also seems to be thinking of us and planning in the late hours of the evening. Her engineering background, business savvy, interpersonal skills and strong sense of purpose all help to keep us moving in the right direction. I am pleased to be in a position to learn from her. Between this and her other projects, her contribution to HUD's future is profound and incalculable."

— Michael Levine, Director, Single Family Housing; US Housing and Urban Development

My fundamental feeling about your performance is that it far exceeds my expectations. I did not know how GREAT a facilitator you are. I think you've done a wonderful job of keeping each team focused, on task, and substantive while building their enthusiasm. I used to work in a field office, I used to facilitate a bit less than two days and that felt like a long, demanding time. You've routinely done it and done it very well for three days. That, speaking from my own experience, is really saying something!

— John Redman, Director Quality and Productivity, HUD

It seems funny without you here this week!

Just wanted to thank you again for an outstanding 3 days. What a turning point for our team! We appreciated your expertise, delivery and humor! Thank you for accepting the long distance assignment and I hope that we can do further work ahead.

— Jan Dick, Director Human Resources, American Medical Systems

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Thanks for the wonderful training and facilitation the other day. Brilliant! We've got a group dedicated to developing the A3 for the process now.
Wonderful job though and another step in the right direction. Many, many thanks.
— Allan Coletta, Engineering Manager, Siemens Diagnostics

The excitement generated from the session is still going strong. We are looking forward to each step of the process. Your company was outstanding in the presentation and facilitating of the meeting. It was truly a wonderful experience for me.

—Mollie Yeatts
Project Manager / Mortgage Credit
US Department of Housing and Urban Development

Results

Typical overall performance improvements:

Lead Time reductions of 50-90%

Rework / Defect reductions of 50% per year, with zero defects performance possible

New product development speed to launch reductions of 75%

Capitalization cost reductions of 50%

On-time delivery improvements of 99+%

Customer Satisfaction levels significantly improved

Employee morale results significantly improved

Case Studies

United States Housing and Urban Development:

Reduced lead time from 59-20 days down to 5 – 29 days

Increased customer satisfaction from 2.0 / 10.0 to 8.8 / 10.0

Increase employee morale

Increased quality from 27% first pass yield to 97%

Reduced overall risk to agency by increasing quality of underwriting process

USHUD Healthcare Results

METRICS	CURRENT STATE	FUTURE STATE	ACTUAL (5-0-09)
Lead Time Package to Close	158 days	29 days	90 days
Process Time	16 days	10 days	12 days
Applications/Full Time Equivalent	1.4		7.4
Customer Satisfaction	4.4 / 10	8.6 / 10	9.5
Demand	15	90	630

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Single Family Case Study

- Improved Customer Satisfaction (10.0)
- Space Reduction 3,000 sq ft
- Paper Reduction over 3 million sheets legal-size paper
- Reduction in Lead Time (Same Day Turnaround)
- Elimination of Backlog
- Predictability of Outcomes
- Increased Quality
- Reduced Risk