



# **ARROWHEAD** Consulting

*OPTIMIZE YOUR BUSINESS*

[WWW.ARROWHEADCO.NET](http://WWW.ARROWHEADCO.NET)

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# Our Story

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About Founder - **Ani Khandekar**

- 👍 Bachelor of Engineering, Pune, 1998, 84.33%, University Rank 1
- 👍 Master of Applied Sciences, USA, 2001, 4.00 GPA, University Graduate Award
- 👍 **Lean Six Sigma Certifications**
  - **Green-Belt** USA 2002 (LSS GB)
  - **Black-Belt**, USA 2006 (LSS BB)
  - **Master Black-Belt**, USA 2008 (LSS MBB)
  - **Accelerated Leadership in Lean-Agile Management**, India, 2020
- 👍 10 years in USA – Manufacturing Sector; 12 years in India at CXO level
- 👍 2020 quit corporate life to start ARROWHEAD Consulting
  - Raised \$150,000 for Alma Mater between 2004-2010
  - Realized need for LSS in India due to gap between voice-of-customer and actual value streams
- 👍 Our Team comprises of 1 LSS MBB, 8 LSS BB, 3 LSS GB spread across India and UK

# ARROWHEAD Team

## 12 Lean Six Sigma Consultants Pan India

1 Master Black Belt, 8 Black Belts and 3 Green Belts

📍 Head Office - Mumbai, MH

### Locations

1. Mumbai (1 **MBB** + 2 **BB**)
2. Delhi (1 **BB**)
3. Pune (2 **BB**)
4. Bengaluru (2 **GB**)
5. Coimbatore (2 **BB** + 1 **GB**)
6. Nagpur (1 **BB**)







# Vision Mission

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## VISION

- ☒ Inspire companies to SIMPLIFY business models for maximum cost, quality and time impact.

## MISSION

- ☒ Work with companies sincere about embracing LEAN and 6 $\sigma$  for reducing internal costs and improving consistency in sync with VOICE of customer.





# Philosophy

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“There is nothing so useless as doing efficiently that which should not be done at all.”

- Peter Drucker

*Educator and Business management thinker*

# Our Services



**PROJECTS**



**TRAINING**

# Projects



Duration: 3 to 5 days

## Type of projects

- Lean Factory Layout
- Value Stream Mapping
- Kaizen event
- Lean Layout (new factory)
- Gage R-R
- Design of Experiments
- Root-Cause-Analysis
- Build Lean Visual Factory
- How to create a 5S environment



Duration: 3 to 6 months

## Type of projects

- Cost reduction, Defect reduction, Lead time reduction, Lean data dashboards
- Nonproduction areas (finance, HR, admin) within business model that needs optimization
- Inventory optimization, Voice of Customer strategy, Marketing Pyramids, Lean FG Supermarket model



Duration: 12 months +

## Type of projects

- Entire business model from O2C is in scope for optimization based on Lean and Six sigma concepts
- Starts with Value Stream mapping to help prioritize effort vs. benefit
- FREE Lean Six Sigma White Belt Certification included



# Trainings

## Belt based Certifications

1. White Belt
2. Yellow Belt
3. Green Belt
4. Black Belt
5. Master Black Belt

Certifying Body : USA



## Specific Tools

1. Value Stream Map
2. Kaizen event
3. Root Cause Analysis
4. Data Analysis
5. TPM
6. 7 QC Tools
7. Gage R-R
8. Design of Experiments
9. Creating a Lean Factory
10. TQM



## Management Skills

1. Effective communication
2. Execution capability
3. Building and managing relationships
4. Working in a high performance team
5. Customer Centricity
6. Being result focussed
7. Problem Solving Tools



Every training conducted by certified Lean Six Sigma **Black Belt** or **Master Black Belt**

# Belt based certification



## LEAN Six Sigma Expertise Levels



- ☞ Certifying authority: **USA**
- ☞ Course content and training deck provided
- ☞ **ZERO renewal fees; perpetual certification**
- ☞ Registration with login provided
- ☞ Exam: Online; anytime <12 months from training
  - ☞ 3 attempts allowed
  - ☞ 100% pass rate to date
  - ☞ 450+ trained resources

### ► Examples of Certificates :



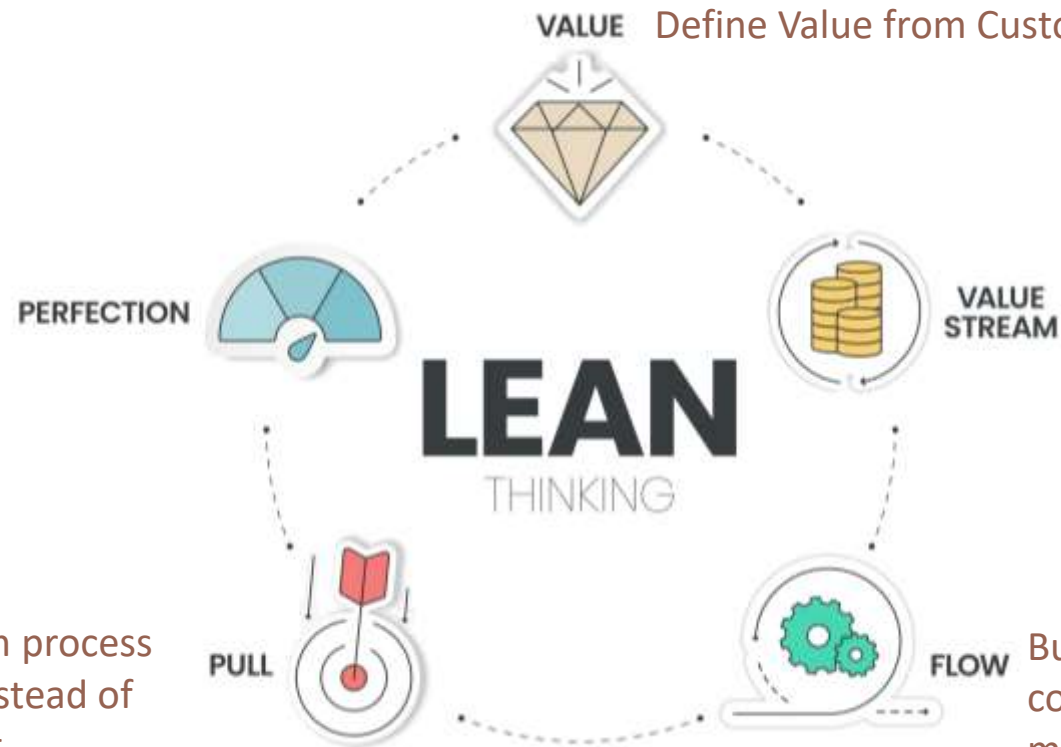
# What is Lean?



# Fundamentals of lean

Don't stop upon achieving results; continue the lean thinking cycle!

Build model for downstream process to pull product or service instead of upstream process pushing it



# Commonly used Lean concepts



Value Stream Mapping VSM

OEE metric – *avail x perf x quality*

Kaizen event

Mistake Proofing (Poka Yoke)

Mixed/Level Load Production (Heijunka)

SMED – single minute exchange of dye

Continuous Flow Manufacturing

OJTs

Total Productive Maintenance TPM

JIT – just in time

Go See (Genchi Genbutsu)

Big Room Communication (Obeya)

Takt Time Analysis

Vision Statements (Hoshin Kanri)

Visual Factory/Management

Voice of Customer Visits



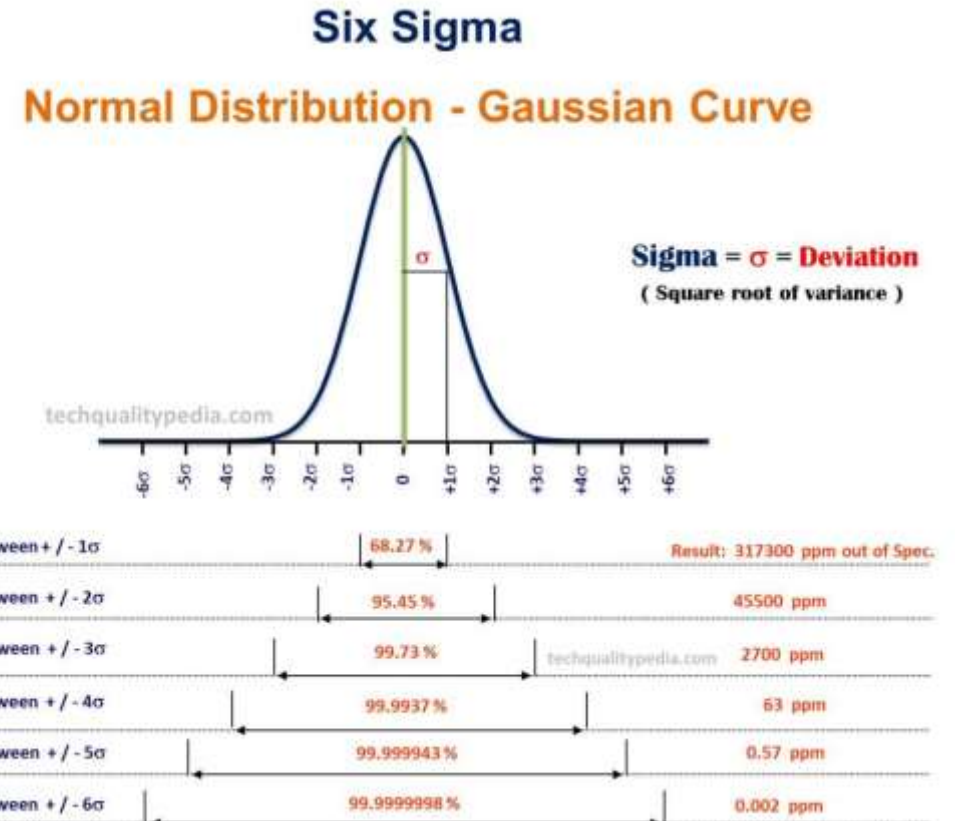
# What is 6σ?



# What is 6σ

- Methodology for process improvement and statistical concept defining *variation* in process
- Variation in process leads to *opportunities for error* which lead to product/service defects & *poor customer satisfaction*
- By reducing variation, 6σ methodology reduces process costs & increases C-SAT

Definition of 6 Sigma - 3.4 defects per million opportunities



# Commonly used 6 $\sigma$ concepts



5S

Analysis of Variance (ANOVA)

Capability Indices/Process Capability

Cause & Effect Control Charts

QFD/House of Quality

Regression

Risk Management

Design of Experiments (DOE)

FMEA

Graphical Analysis Charts

Hypothesis Testing

Gage R&R Normality

Pareto

Sampling/Data Simulation



# Why choose ARROWHEAD

## Experience in Insurance and Service Sector

- LSSMBB with 24+ years experience across 5 countries, 20 sectors, 40+ customers (LSS expert in multiple domains)
- For STAR Health, we will assign dedicated LSSBB with 18+ years experience with 12+ years specific to Insurance.
  - Worked with leading Insurance companies
  - ICICI Prudential/Reliance Nippon/Tata AIA/Kotak Life/Birla Sunlife/India First/Bharti Axa LI/GI, Bajaj Life, HDFC Ergo

**Scalability** – based on project scope and complexity ARROWHEAD can add LSSBB or LSSGB resources to project with its wide network of consultants pan-India.

**Cost** – competitive annual contract rates versus any other consulting companies

**Training** – highest number of training hours per belt wise certification versus any other training service provider in industry and/or India

White Belt to Master Black Belt levels

USA based certification

Online exam at convenience of trainee

Perpetual certification (ZERO renewal fees)

# Why use both concepts of Lean and 6σ



⌄ Lean alone cannot dramatically improve process variation.

That's why "6σ"

⌄ 6σ alone cannot dramatically improve process speed.

That's why "Lean"



# Sectors worked

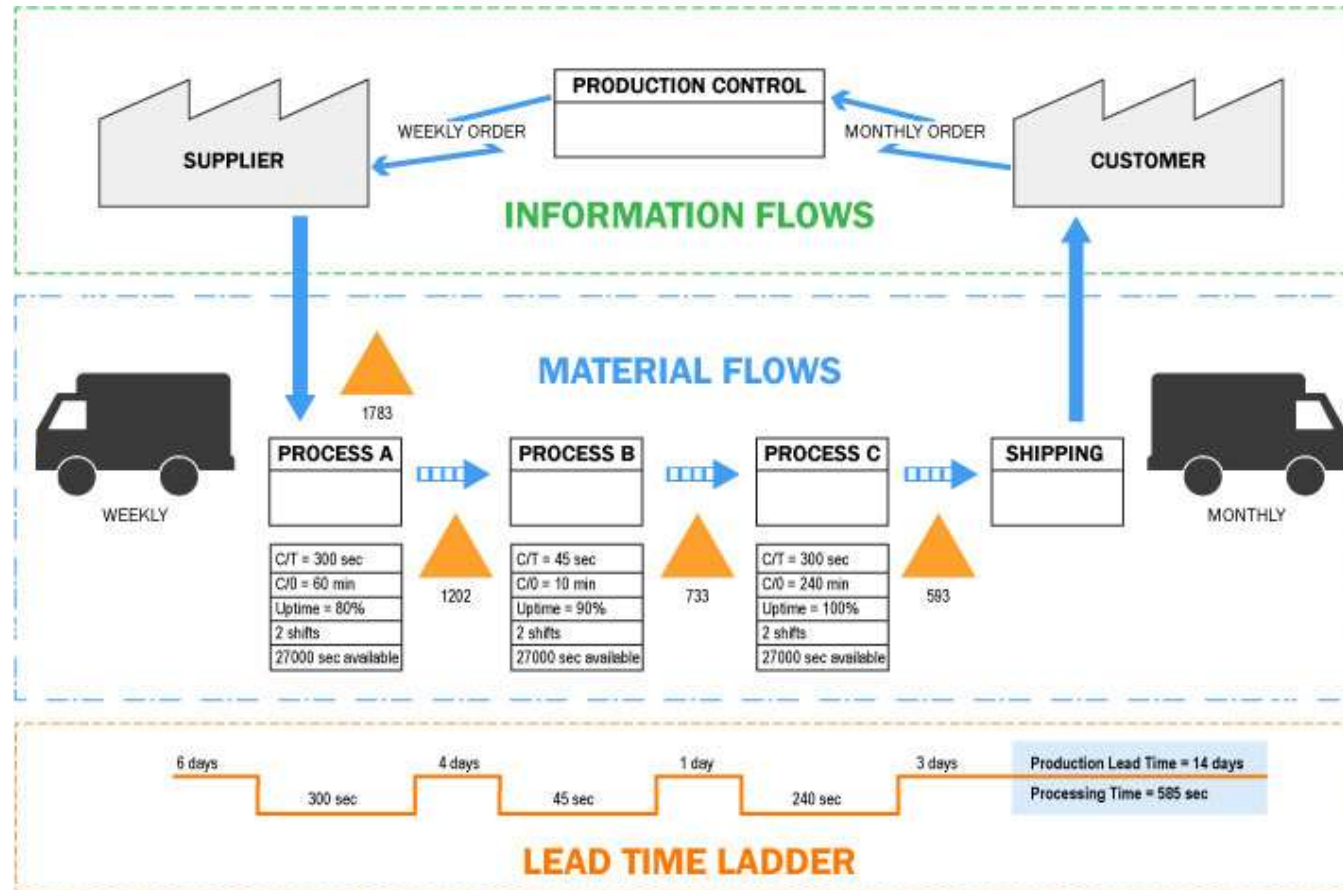




Clientele



# Next LSS journey can begin with



Your  
Value  
Stream  
Map

# Where can **ARROWHEAD** assist **you**?

## PROJECT WORK

### Session Based

- 🔧 Lean Audit
- 🔧 Value-stream mapping for specific product/business/function
- 🔧 Kaizen events with defined objectives
- 🔧 Identify 8 lean wastes, TPM and TQM 8 pillars

### Short and Long Term (1-3m; 6 - 12m)

- 🔧 Improve sigma level of product
- 🔧 Reduce - DSO, internal cost, external defect rate
- 🔧 Swim Lane Process mapping all modules for accurate ERP implementations

### Annual contract

- 🔧 1 year; 'x' hours per week; define scope across multiple areas; which LSS tools/concepts to use is based on project deliverables
- 🔧 Includes basic LSS training for 10 employees

## TRAINING PROGRAMS

- 🔧 5S implementation
- 🔧 LSS fundamentals
- 🔧 Specific tool of Lean or Six-Sigma or both
- 🔧 TPM fundamentals for shopfloor
- 🔧 TQM fundamentals for managers
- 🔧 TPM, TQM, LSS - “Train the Trainer”
- 🔧 LSS Belt wise certifications
- 🔧 Management skills

## GOVERNANCE & REVIEW



# Contact us for all your Lean Six Sigma needs



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