



SGI Goals:

Increase value to the customer through waste reduction by:

- Improving productivity in the office and field
- Reduce/eliminate paperwork
- Minimize unneeded trips to the office
- Eliminate lost time and materials

These and other goals ultimately improve margins and generate revenue through quicker invoicing.

Our Company goal is 6/min. hour productivity improvement. **What have you done to affect that number?**

We'd like to deviate a little from the standard articles you see in the Buzz to talk about an exciting development through APi Group Companies, involving Jamar. The Service Growth Initiative (SGI) is a cross-functional, cross company initiative to design and deploy world class service capabilities across APi companies. The purpose is to grow the service business, while reducing frustration and waste in the field and office. The reduction of waste results in operating more profitably, and efficiently and to meet growing customer needs.

The Jamar staff involved in this large undertaking are using Lean methodology, tools and data. Directed by a Core Team, (including our own Emily Johnson), Jamar Service staff have been collecting data, studying processes, and have identified a 'current state.' About 10 measures are being studied, both pre and post implementation, a sample is noted below.

Where is the Data for the Measures coming from?

Time Studies:

Web Apps:

A sample of ... What is being measured?

MEASURE #	GOAL	Unit of measure	Impact		Jamar Data Collection Method/Formula	Specific data used to establish reported measure
			September	\$ Impact		
6	Understand time required to review work orders for accuracy and completeness in order to complete payroll	hrs/job	26		The amount of time Service Billing Coordinators spends proofing technician time sheets and service reports for accuracy of job #'s, etc. prior to payroll processing.	Average time per time sheet was 7.5 mins - NOTE: time study shows current average is 2.5mins.
		Timesheets	228			
		Rate	\$ 1,403.67			
		Dollar value	\$ 324,000	\$ 324,000		
			TOTAL Monthly	\$ 1,403.67		
			TOTAL Annual	\$ 16,848.00		

\$16,848 potential savings

Jamar Lunch & Learn: SGI Measures Page 6

Jamar Company is the first company of three to receive the new SGI software (Astea). The Service Dept. has been preparing for months and recently began delivering hand held devices and other hardware upgrades as needed. Jamar's 'go live' date is scheduled for the week of March 26. Vipond Fire Protection and Vipond Systems Group will follow with pilot runs.

Being the first to implement Astea brings many challenges. Yet our Service Techs as well as Service staff, are learning more and more, and are poised and ready to adopt and grow our service work. We aim to eliminate waste, and bring a new level of customer service and value to our customers. Watch for more communications on this exciting initiative!

If you have questions or comments, please contact a member of the Steering Committee: Roger Daoust, Jeff Dincau, Scott Drennen, Mike Dryke, Craig Fellman, Shaun Johnson, Cindy Luoma, Dale Thrun, Mark Ziells

SOLID PARTNERS. SOLID SOLUTIONS. SOLID SERVICE.

JAMAR'S LEAN PURPOSE:

Increase Customer Value Through:

- Empowering Our People
- Eliminating Waste
- Enhancing Productivity