



EMSCognito Case Studies

Competitive Edge Consulting

RSSL Streamlines Science with Service



About RSSL

Reading Scientific Services Ltd [RSSL], part of Mondelēz International, is a world-leading Contract Research Organisation, providing analytical testing, research and development, consultancy and training services. RSSL's work helps world-leading brands and SMEs develop and supply products that are safe, innovative and of the highest quality.

Opportunity

As a world leading CRO, RSSL recognises the importance of streamlined processes which are continuously improved to offer customers innovation, great value, speed of delivery and a consistently high-quality service. EMS Cognito was appointed to support a supply-chain, end-to-end efficiency strategy to ensure RSSL continues to exceed customer expectations and sets the standard for the market.

K Reid RSSL PI Manager

"Going through the EMS Cognito programme has allowed the business to improve its efficiencies while also allowing individuals to develop their competencies outside of the scope of their day job including leadership, influencing and teamwork"

A Arlott RSSL PI Manager

"The knowledge EMS Cognito provides sets up a framework where the principles can be applied to any subject area, the program offers flexible support when needed with regular check in's to ensure excellence in delivery. It's a fantastic opportunity for businesses to invest in their people and their processes."

Action

Our approach to Process Improvement has 3 fundamental steps centred on the PPI 8-Step Method®

1. Build Leadership Foundations within senior management
 2. Demonstrate productivity improvement via an IMPACT Masterclass™
Process Improvement, team-based, programme in a pilot area
 3. Transfer Ownership to internally trained Process Improvement Managers
- We use iObeya Visual Management Software throughout our programmes allowing seamless transition from full-day, on-site sessions to regular, on-line engagement

Results

Following successful pilot programmes which unlocked additional business capacity, RSSL now has 2 fully trained and equipped PI Managers. Each has completed their own programme extending the strategy to other areas of the supply chain and delivering further productivity gains.

EMS Cognito is a UK based, international business process improvement consultancy with a track record of helping leading global businesses in diverse industries gain competitive advantage through the application of Lean and Operational Excellence strategies.

IMPACT™ Programme

Improved Performance
And Cultural Transformation

Our IMPACT Programme™ is unique; it engages managers at a strategic level, identifying opportunities within operations to both increase profitability and add value for customers.

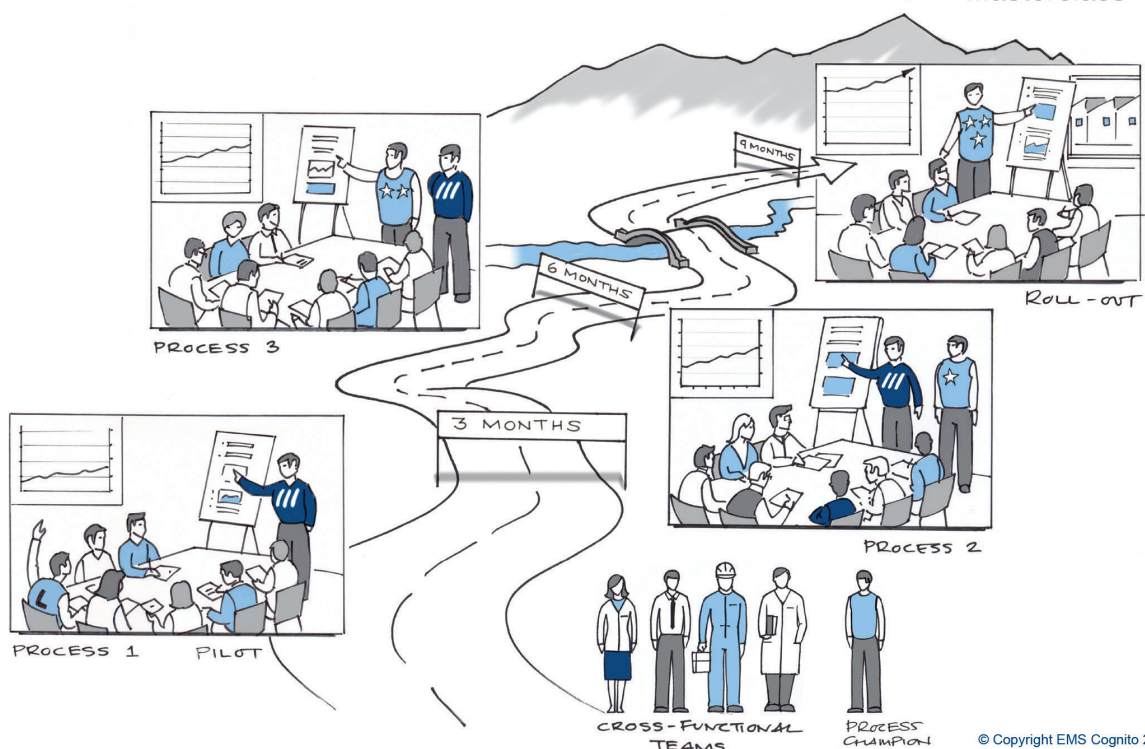
- Employs our own blend of methodologies
- Focuses in-depth on the most critical processes
- Produces early wins that gain momentum
- Transfers expertise to cross functional teams

IMPACT™ Masterclass

Improved Performance
And Cultural Transformation

IMPACT Masterclass™ is a unique implementation method that serves a central role in executing the strategy to achieve your operational goals. We design each IMPACT Masterclass™ around your company, your circumstances and your particular requirements.

IMPACT Programme™ - The Masterclass Approach to Implementation



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