



value proposition

With its headquarters in Gothenburg, Sweden, and regional offices around the world Mantec has been serving the business community with cutting-edge solutions in operational excellence since 1996. Our practice is renowned for its contribution to our clients' continuous improvement (CI) capability where Mantec is perceived by its customers to be in the forefront with the efficiency (speed, sustainability, and profitability) of its impact. We are also regularly engaged in rapid operational stabilisation, waste reduction, and in Lean programs of different magnitude in virtually all functions of the value chains. Mantec's unique selling point is its structured approach which may take companies from a relatively early stage of maturity to a systemic, organisation-wide continuous improvement culture in a sequenced, transparent way. We believe that even if a chosen scope would be more limited it helps our clients to know that they can anytime continue their journey with us toward more distant goals. Our clientele itself ranges from smaller (250-people) companies to multinational corporations and we have local teams in all major markets along with several minor ones.

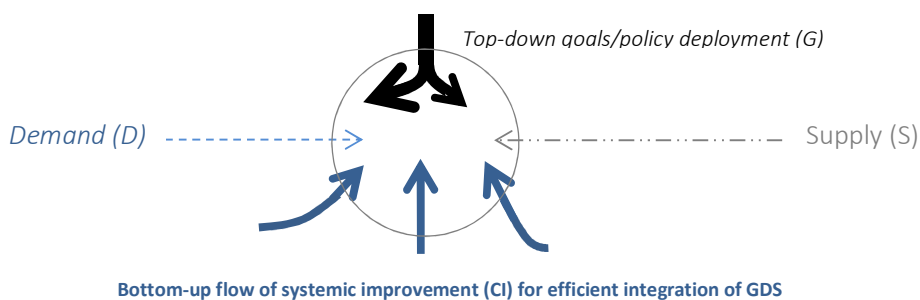


Keywords to Mantec

Control at the points of execution combined with efficiency at continuous improvement (CI)

Signature approach

Integration of top-down goals/policy deployment with a customer/demand-driven value chain via the systemic bottom-up flow of improvement. This uniquely creates a 360° synergy among goals (G), demand (D), supply (S), and system-wide CI where the driver is bottom-up CI as schematised here:



Guarantee

Financial and sustainability guarantee

CAN YOU IMPLEMENT REAL SUSTAINABLE CHANGE?

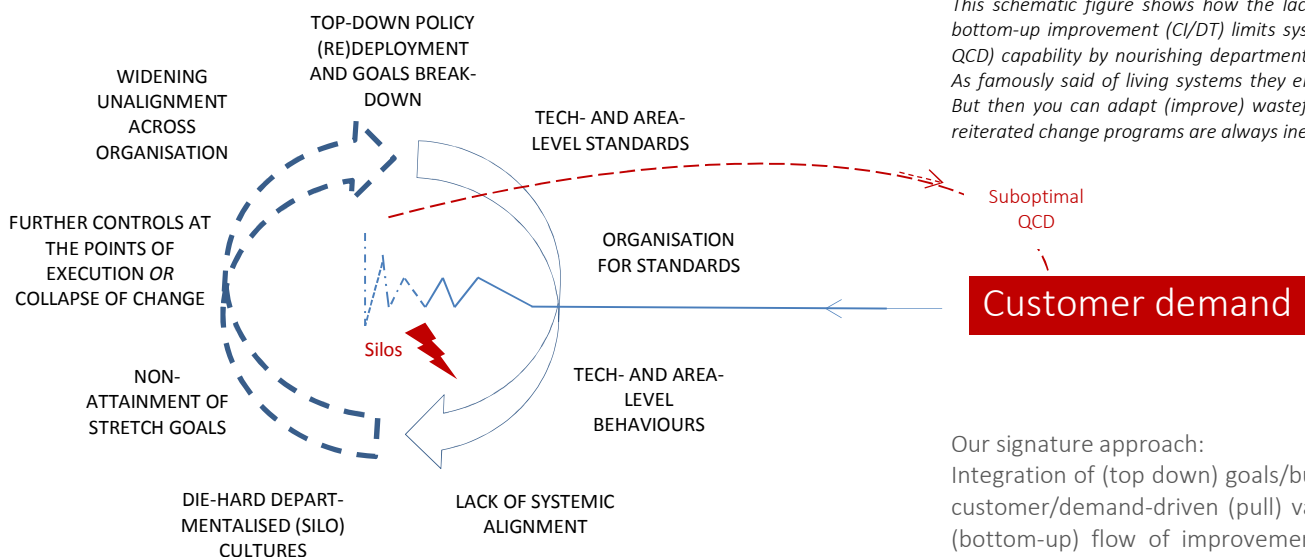
Achieve sustainable behavioural change is a difficult task. Change programs are renowned for failure. Learn how our Change Management experts, brought a MNC documented positive effects and sustainable changes.



If one is to take stock of the most stubborn problems in operating environments three of them will stand out after careful examination:

- (1) performance silos,
- (2) deficiencies of lower-level leadership mindset and culture,
- (3) recurring erosion in operational excellence initiatives (e.g., Lean).

One can always choose to act small-scale and selectively. However, the stubbornness of these issues means that even if certain aspects of the wasteful practices are identified and attacked, one or more of these three die-hard phenomena will keep reproducing waste. These are real bugs and are hard to deal with. The reason why these three tend to stick – and as a result we can speak of broken improvement at best – is, *firstly*, the frequent lack of systemic capability within operations to develop effective *synergies* between **top-down goals/policy/budget deployment** and the **market/customer-pulled demand chain**. We call this the lack of (static) SYSTEM capability, referring to the defective alignment of technologies, processes, system, and people/culture. The antidote is organisation for systemic standards, controls at the points of execution, and the development of right behaviours. Then, *secondly*, combined with this almost all companies suffer from the low efficiency of their CHANGE – that is, continuous improvement (CI) and/or discrete transformation (DT) -- initiatives, defined and measured by the speed, the sustainability, and the profitability effect of such initiatives (Improvement Efficiency, IE). The approach of such companies to operational change is underperforming compared to its true potential, waste abounds at any point in the improvement process, resulting in decreased competitiveness and margins. **This is the lack of (dynamic) change efficiency. The antidote is organisation for systemic improvement through dispersed, system-wide leadership and bottom-up flow of improvement.** The combined poverty of QCD and CI/DT capabilities heavily mars margins and competitiveness. Indeed unless system capability (QCD) is continually improved (CI/DT) we shall always firefight and there will be no proper system to talk about in the first place. And then CI/DT can still be efficient or wasteful.

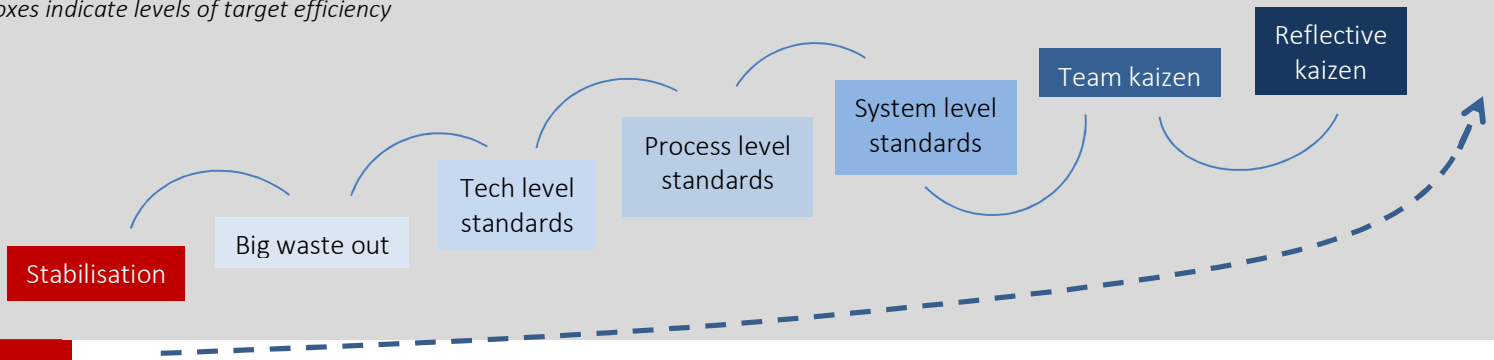


This schematic figure shows how the lack of systemic alignment via bottom-up improvement (CI/DT) limits system (Quality, Cost, Delivery, QCD) capability by nourishing departmentalised practices and culture. As famously said of living systems they either adapt (improve) or die. But then you can adapt (improve) wastefully or efficiently. Top-down reiterated change programs are always inefficient and wasteful.

Our signature approach: Integration of (top down) goals/budget breakdown with a customer/demand-driven (pull) value chain via systemic (bottom-up) flow of improvement to gain both system equilibria and improvement dynamics

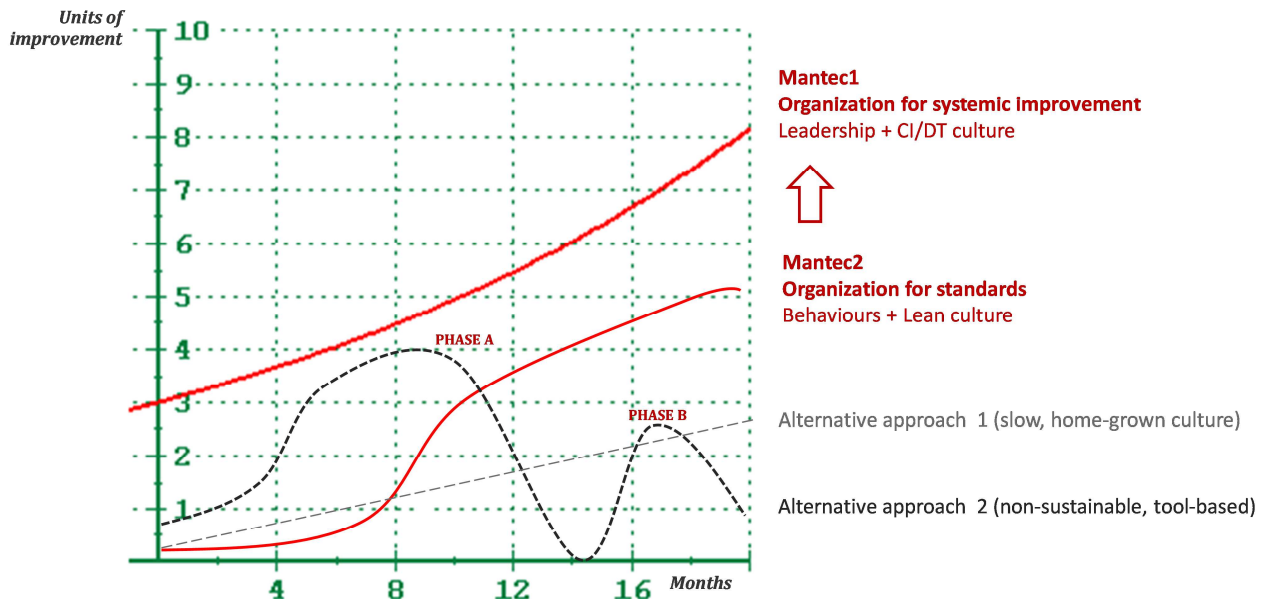
Missing in the vast majority of business organisations is, in short, the **systemic improvement capability** that is also **continuous**. The reason why it is perhaps best to refer to this capability as **integrated continuous improvement** is its nature of integratedness in the system of management, i.e. that system and culture alike are to be so developed as to chiefly serve the interest of continuous improvement. Mantec develops such systems and cultures from scratch or from a certain stage of advancement. Or, we make other types of progress with our clients depending on their levels of maturity and needs along or at any point of this scale of intervention:

Boxes indicate levels of target efficiency



How do we approach a case?

The Efficiency Curve of Change Initiatives



Mantec has developed an approach and a number of tools over the years to support companies on their journey from non-sustainable, repeatedly relaunched-and-underperforming change initiatives that apparently undermine morale and trust across a large number of organisations. Beyond targeted short-term interventions we can also develop together with our clients' managements the synergy of executive goals and customer demands via the flow of bottom-up improvement, also to effect a powerful leverage to Lean and other operational excellence strategies that may otherwise underperform. We walk our clients through (1) a **transparent framework of change** that is supported by (2) an **organisation-wide leadership training and learning process** and (3) **floor tools to drive a proper PDCA practice** in a systematic manner. Mantec's CI-Lean approach can be used either as a corrective add-on or an integrator of on-going efforts at any stage of maturity. Our engagements start with an in-depth analysis of the current situation as well as with the accurate understanding of our client's needs. Following the engagements we may also stay close by to monitor the sustainment process and reinforce continuous improvement capabilities on their way to becoming a habit in our clients' cultures.