

Atlas Copco recognized for its impact



SUDBURY - A company that has been providing Lean education sessions and process improvement training for five years has celebrated that milestone with several awards and a name change.



Christine Savage, centre, Ed Lusk and George Strydom of **Atlas Copco** in North Bay receive the Big Impact award for realizing more than \$500,000 in cost savings without job cuts from PACE in Sudbury, recently, from Neha Singh, left, and Derek Polano, second from left. PACE - formerly Timelined Consulting Inc. - provides lean education sessions and process improvement training.

Timelined Consulting Inc. has been offering training to smaller companies and even to individuals.

The company presented awards, including a new community impact award, at a ceremony last week at which it announced its rebranding.

It is now known as PACE (Partners in Achieving Change Excellence), and Neha Singh is its president and chief executive officer.

Most organizations recognize that investing in their people and processes is important, but many can't afford the cost, said Singh.

The Lean process aims to maximize customer service, while minimizing waste. Singh said Lean training can help companies avoid expensive organization-wide initiatives, while offering an almost immediate return of five times the initial investment.

Derek Polano, vice-president of PACE, said the Awards of Excellence celebrated achievements in the public and private sector.

A good deal of work is being done in the North to improve services and create jobs, and it isn't all by large companies.

PACE clients worked on a project in their workplaces for a year and they were recognized at the awards ceremony.

PACE also introduced two new annual awards, one for community impact in community service, health care and human services. It was won by Monarch Recovery Services.

The Big Impact award went to North Bay's **Atlas Copco**.

Polana said Lean training looks at any steps in a process to see if they offer value to clients, then eliminating some they are doing "just because they feel they are necessary," said Polano.

People who take the training learn a number of Lean tools that will help them "pick apart" their organization's performance, figure out what is working and what isn't, and engage people on the front-lines to find solutions.

More than 150 students from Timmins to Sudbury and Sault Ste. Marie to North Bay have taking the training. Singh said her company's clients have realized more than \$1 million in savings from the work her company has done with them for five years.

For example, Christine Savage from **Atlas Copco** helped implement a 24 per cent reduction in claims response time, with expected cost savings of \$360,000 annually.

Melanie Briscoe and Shaen Gingrich from North East Specialized Geriatric Services reduced follow-up visit preparation time for staff by 50 per cent, saving more than \$16,000 that was reinvested in patient care.

Gayle Cazalet and Josiane Charbonneau from St. Joseph's Continuing Care Centre realized a 50 per cent time reduction between referral and admission dates, helping reduce stress on the health-care system.

Roxanne Zuck helped Monarch Recovery Services reduce assessment time by 66 per cent, completely eliminating a wait list with the first two weeks of implementation.

For more about PACE, go to www.yourpace.ca.