

# Best Idea

*Marvin Keller Trucking Inc.*

*TC-06*

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# Value Stream Mapping Project

Process Map TMW Orders

Start @ Order Entry

Finish @ Settlement & Billing

# The Case for Streamlining

2016 Decrease in Rate per Mile

Tightened Cashflow

Need for Q4 Timing & Impact

Driver Retention: need more time for coaching & relationship building

# Lean Principles

## Eliminate:

- Waste
- Rework
- Inaccuracy
- Touch it only once
- Queue Time

# Project Management

Training Led by Lean Certified Facilitator

Company-Wide Training (All Non-Driving Staff)

Completed detailed Process-Map

Kaizen Event to Identify Ideal State

# Continuous Improvement

Reset Expectations Company-Wide

Exception Based Approach

Order Management vs. Driver Management

Tactics:

- Load Assignments
- Settlements
- Mobile Comm

# Epilogue

Ops Team learned that Continuous Improvement is achievable and expected

Team Building Activity & Recognition

All Consulting Fees were reimbursed!!!



# Epilogue – 2 -

TO DO

DM Training: Coaching & Relationship  
Management

Driver Team: to support the DM's