

Our Focus On and For the Customer



Six Sigma - BAND-IT-IDEX uses this initiative to identify critical-to-customer needs, and then measures the gap between their expectations and the company's actual performance. After analyzing the causes for the shortfalls, BAND-IT-IDEX uses a range of statistical tools to remedy the problems, changing its systems and developing long-lasting improvements in products and processes.

Kaizen - By eliminating waste - from wasted motion to wasted space - Kaizen techniques create a more efficient flow for each step in the manufacturing process. BAND-IT-IDEX is using Kaizen events to shorten cycle time, reduce the amount of manufacturing space it needs, and lower inventories. BAND-IT-IDEX plans to have at least two Kaizen events each month in 2003.

Lean - While Kaizen focuses on individual production steps, Lean reviews the entire process of making a product, then suggests changes based on what customers need. It uses a "pull" approach - how many products does a customer need? - rather than a "batch" process - how many products can we "push" through the system? Lean reduces cycle time, inventory, floor space and non-value-added work. Lean training and events will continue throughout 2003, helping BAND-IT improve its manufacturing processes to ensure quality and competitively priced products.

eBusiness - BAND-IT-IDEX's goal is to make it easier for distributors and OEMs to do business with the company while helping them to better manage their operations. The focus is on achieving this through the eBusiness website. BAND-ITconnect.com will initially allow existing distributors to access data including order entry and order tracking. BAND-ITconnect.com will add additional service and order information to improve communications with customers. This will include equipment repair histories and inventory data, as well as a product configurator to help users quickly and accurately specify the products they need.

