

# Company and Services

Industry



Health Care



Service



Construction



REOSS

*Your partner in operational excellence*



## Intro

Operational excellence, requires leadership and a learning organization with an unrelenting focus on meeting and exceeding customer expectations. An important success factor is the application of a set of principles, methods and tools for a sustainable improvement of key performance indicators.

Operational excellence affects many different aspects of an organization; from cost efficiency to innovation and strategic alignment to employee retention.

For more than 20 years, REOSS has been offering its customers services and solutions to achieve operational excellence.

REOSS organizes training and supports its customers in the following areas:

- Lean, Six Sigma, Operational Excellence and TPM Training and Consulting
- Project & Interim Management
- Strategy & Change Management
- Audit / Quick Scan
- Software Support

# REOSS

*Your partner in operational excellence*



## Who we are

We offer rapid transfer of knowledge to operational excellence to stimulate and increase value creation for your company and your customers.

With our international team of experts, we help our customers worldwide to introduce and implement tools and methods for operational excellence and transformation.

Whether you are a family business or an international organization, whether you are looking for a general or tailor-made solution, we support you in achieving your strategic goals.

## Our Vision

- We believe that knowledge is key for any company to remain competitive in its business environment. A learning company is constantly evolving to become more and more networked. Therefore, we are convinced that a learning organization should strive for excellence in all business processes. Only when your employees feel like a community do they commit to do their best.
- Learning organizations evolve through the challenges they face, thereby remaining competitive. Our mission is to help companies stay successful and continuously improve.

*The success of our customers  
is our mission*





# Locations

REOSS is an international company with branches in England, Germany and the Netherlands and project offices in countries such as China, Hong Kong, Spain, France, USA, Italy and Indonesia.

- Headquater
- Business office
- Project office





## Our Customers

Since our start, we have been supporting our clients on both a national and international level with a consistent and standardized approach, which above all also includes the local culture and language. Our mission is to be a partner for operational excellence to our customers and to help them to become a learning organization.

## Approach

Our goal is to offer our customers the best approach to solve their challenges. In many cases we use a coaching approach, where we accompany the teams throughout the project. By applying and transferring the methods and techniques, the teams stay on the right path to their set goals.

In other cases, we provide our clients with additional resources for a specific period of time for interim management or for operational support.

In any case, we ensure that our customers get the value they are looking for, whether we work at the operational level or at the management level.



*To be able to improve  
your business  
you need to get insight  
for unravelling*

## A clear and transparent approach

The REOSS team has built up its experience through many years of practical work. This makes it easier for us to transfer the skills and knowledge to customers so that they can become operational excellence experts themselves.

To achieve this, you need a pragmatic approach. We put the theory into practice with you by adapting the teaching methods to each individual case and taking into account the respective corporate culture.

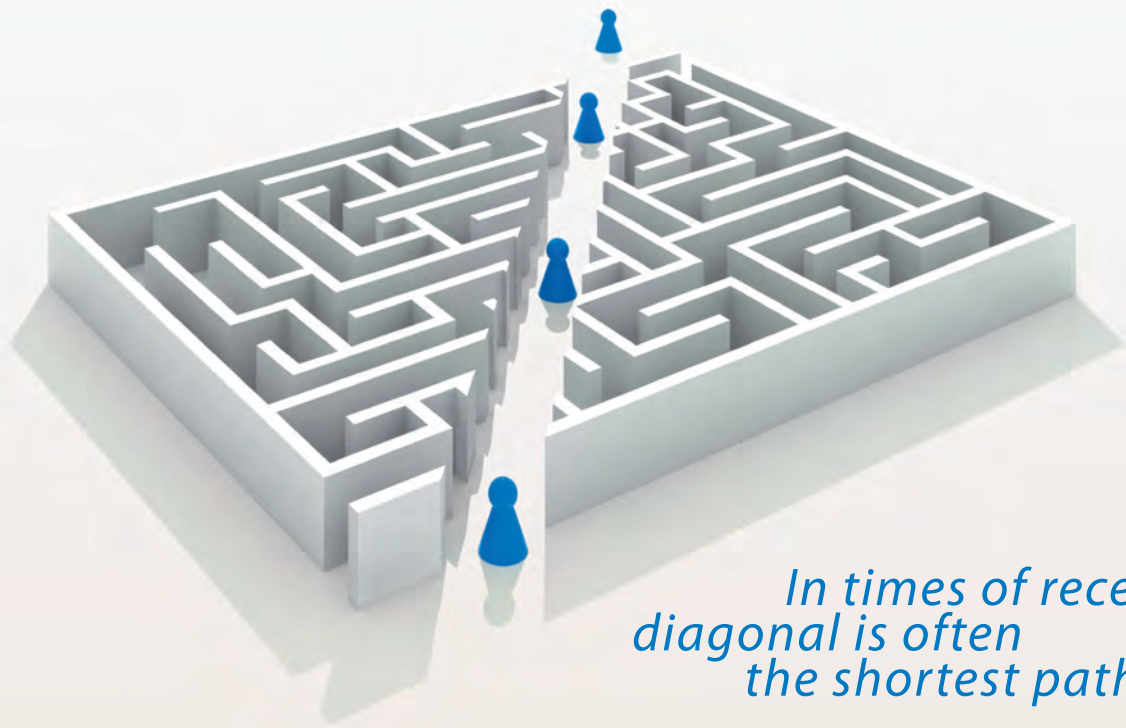
## Key Data

- Over 20 years of experience
- More than 180 customers
- More than 250 projects
- More than 550 training courses
- More than 9000 participants
- Active in over 36 countries
- International, globally networked & active

# REOSS

*Your partner in operational excellence*





## Principles

- Leadership – Helping executives identify, enable and implement necessary changes
- Strategic planning – performance management for the horizontal and vertical alignment of corporate goals
- Learning Organization - Continuous learning & development of workforce and employees
- Operational Excellence - Using modern improvement methods to create a culture of continuous improvement

## Our Competences

- Operational Excellence, Lean, TPM, Six Sigma
- Change management
- Standardized and individual training
- Standardized and individual programs for implementation
- International support
- Interim management



*An appropriate  
solution is  
not always  
in a tight frame*

## REOSS Consulting

REOSS Consulting helps companies to improve their performance and achieve their goals quickly, while respecting the corporate culture and environment.

REOSS professionals have extensive experience in improving a company's success in many areas from the shop floor to the board level.

We offer various consulting and coaching services, from quick improvement activities to full implementation programs.

With over 20 years of experience and hundreds of different improvement projects worldwide, we will work with you to find the right solution.

*„The success of our customers  
is our Mission“.*

# REOSS

*Your partner in operational excellence*





## REOSS Education

REOSS Education offers its customers the best possible solution for their training needs. Almost all of our courses are a combination of theory and practice, promoting a hybrid learning experience. Many courses include in-depth discussions of practical case studies that increase the learning curve.

### Seminars:

- *Public Courses*  
Our public courses usually gather a large number of participants from different companies to enable exchange and communication.
- *In-house Courses*  
Our in-house courses can be tailored to the specific needs of our clients to ensure optimal knowledge transfer.

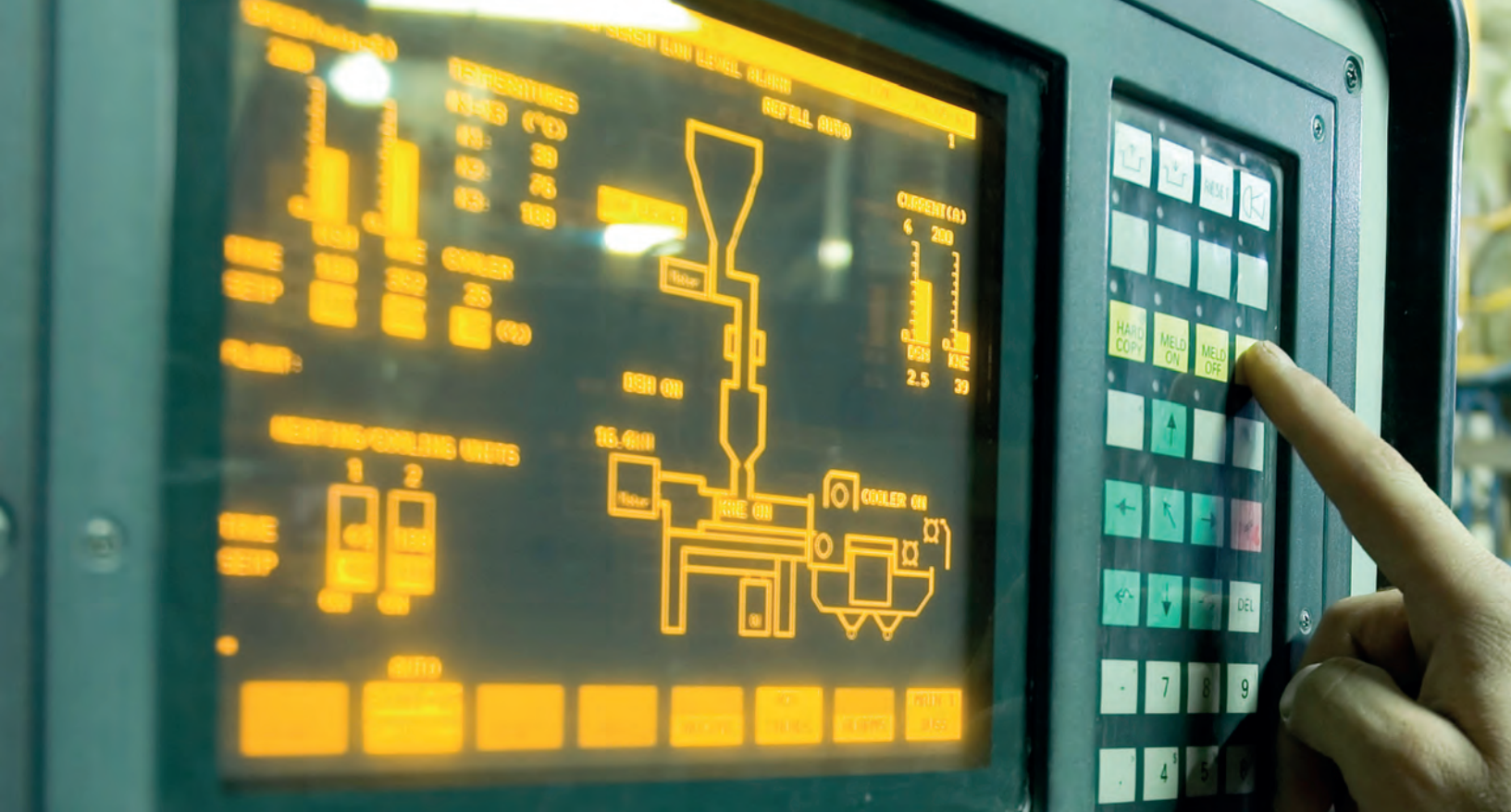
### REOSS Academy:

Delivering training through digital learning allows our clients to maximize the learning benefit and create an efficient, effective and flexible alternative that is available 24/7.

Our REOSS Academy offers digital learning opportunities that can be used for both general and in-house courses. They can also be used as standalone courses to reach a wider audience (e.g. in remote locations or for a larger number of employees).

The contents of the digital learning are either accompanying the normal teaching material of a seminar, or stand-alone courses that are animated according to the topic, including a quiz and a certificate of completion.

*A node has always a start  
but definitely also an end*



## Operational Excellence in the Industry

Operational excellence is one of the most important pillars of sustainable performance and growth of a company. A systematic and effective approach to business operations is key to continued improvement in performance and shareholder value.

Operational excellence affects many different aspects within a company. This ranges from operational discipline to consistent rule-following with clearly defined processes and methods, as well as leadership, which is essential for establishing the right organizational structure.

REOSS supports you in achieving your ambitious goals. In the past 20 years we have supported a wide variety of industries and fields of activity - from small batches to high-volume series production, from standard products to highly customized individual products. Whether your interest lies in manufacturing or in business processes, we look forward to your challenges.



## Our Services

### Lean

- Lean Management Awareness
- Lean Fundamentals
- Lean Yellow Belt
- Lean Green Belt
- Lean Black Belt
- Lean & Flow Manufacturing (Level 1)
- Lean & Flow Manufacturing (level 2)
- VSM (Value Stream Mapping)
- Lean Office
- Lean Operator Training
- 5S Workplace Organi-sation
- SMED
- A3 Problem Solving & Kaizen
- TPM (Total Productive Maintenance)

### Six Sigma

- Six Sigma Overview
- Six Sigma Yellow Belt
- Six Sigma Green Belt
- Six Sigma Upgrade
- Six Sigma Black Belt
- Six Sigma Champion

### Operations

- Shopfloor Management
- Project Management
- Change Management

"We contacted REOSS because we wanted to build lean production for a mixed-model environment.

REOSS has helped us by their well-structured Lean implementation program to our complex business environment. The result was impressive; 50% less finished products, 30% more space and a 20% increase in productivity.

We particularly liked their practical and well-structured approach. Our experience was very positive as we learned how to Lean in an engineer-to-order environment. I recommend REOSS to anyone who needs professional lean support and hands-on experience."

*Philippe Fillinger, Directeur Industriel,  
Socomec*

"We have been working with REOSS for over 18 years and they have helped us to develop and grow our company

Your experience and support in developing our locations in Belgium, Luxembourg and Poland have helped us enormously to achieve our ambitious goals. We have not only used their extensive knowledge in production, but also for our administration, development and logistics services."

*Guy Fickers, Director of operations,  
Faymonville*





## Operational Excellence in Healthcare

Healthcare organizations face the challenge of improving service, quality and patient/customer safety while drastically reducing costs.

They need to rethink how they operate, review the organization of day-to-day operations, optimize the workflow for patients/clients and implement a continuous improvement process that is followed by all employees.

Lean Healthcare offers powerful and consistent solutions to respond quickly and reliably to these requirements. Increasing the quality perceived by patients/clients means improving the efficiency of healthcare delivery.

REOSS has the right tools and methods for you, whether you are looking for a way to have a direct impact on the patient, such as length of stay, patient satisfaction or quality of treatment, or you are running back-office processes want to improve, such as in support and administration departments.



## Our Services

### Lean

- Lean Healthcare Basics
- Lean Healthcare Soft Skills
- Lean Healthcare Awareness
- Value Stream Mapping
- 5S
- Problem Solving & Kaizen
- Change Management
- Project Management
- PEP (Personal Efficiency Plan)
- Lean Quick Scan

"We approached REOSS because we wanted to train our employees in lean principles. REOSS has helped us by conducting a reliable lean training focused on the practical aspect of our laboratory. The result was that some small improvements in workplace organization were initiated by the participants right after the training.

One thing that we liked was the practical and positive approach. We recommend REOSS to anyone who needs professional lean training or healthcare support."

*Jan ter Weide,  
Manager Klinisch Chemisch  
Laboratorium, St. Jansdal Hospital*

"REOSS supported us on our way towards Lean. They provided great training for our staff and helped us with our first initiatives. We've already seen some great benefits in our in-house pharmacy and patient flow, which is very encouraging for us.

The way in which the REOSS trainers conveyed the topics to our team and passed on their knowledge, was very inspiring. A great experience!"

*Bonnie WONG,  
Quality & Risk Management*





## Operational Excellence in Services

Service organizations worldwide are now using Lean to improve their performance.

For decades, lean concepts and tools have been applied to manufacturing with very impressive results.

Service sector companies are now realizing the benefits of this great opportunity to increase efficiency and eliminate waste.

Operational excellence in the service sector helps to remove non-value-adding activities from your day-to-day processes. Despite the differences between services and manufacturing, most operational excellence principles, tools and techniques can be applied very well in service companies.

REOSS has the skills and knowledge to help your organization leverage operational excellence and become a learning organization where continuous improvement is part of day-to-day operations.





## Our Services

### Lean & Six Sigma

- Lean Service Essentials
- Value Stream Mapping
- 5S
- Problem Solving & Kaizen
- Six Sigma Overview
- Six Sigma Yellow Belt
- Six Sigma Green Belt
- Six Sigma Upgrade
- Six Sigma Black Belt
- Six Sigma Champion

### Operations

- Shopfloor Management
- Project Management
- Change Management

"We turned to REOSS because we wanted to use lean techniques in our wholesale locations to identify and eliminate different forms of waste and to get a better handle on our processes.

REOSS trained and advised us on how to use the techniques. The result was a good lean foundation for some pilot sites and some positive financial impact on our inventory management.

We like their operational approach, where theory was implemented immediately.

We recommend REOSS to everyone who needs professional training and support for a decentralized company structure like ours."

*Wilma van der Vliet,  
Change Manager, Conelgro*

"We run a leasing fleet of over 1000 trucks and trailers and have been very absorbed in our day to day business.

We have constantly tried to solve our daily problems one by one. REOSS has helped us a lot in establishing standards and structure for better service to our customers. We could immediately see some big improvements as our employees understood the workflows much better.

The standardized work enabled us to greatly reduce the amount of waste in our processes and we felt a huge improvement in our working environment."

*Francis Dethiers,  
Managing Director WTS*



## Operational Excellence in Construction

The construction industry has faced numerous challenges, especially since the first decade of the 21st century. The greatest challenge is often the inability to fully access services that are wasted due to bureaucratic processes, inefficient planning methods, a lack of teamwork and a lack of continuous improvement strategies.

Operational excellence as a model for the construction industry is simple and effective once the processes are organized in a lean manner.

The necessary focus on reducing costs helps companies remain competitive. By consistently eliminating waste and aligning all of a company's activities to value creation and thus efficiency, operational excellence becomes the overall goal.

For many years, REOSS has been helping all types of construction projects with operational excellence through Lean, Agile and Scrum methods to minimize waste and maximize value creation.

We support construction companies to become excellent in their activities in order to minimize costs, deliver on time and still achieve the highest possible quality.





## Our Services

### Lean

- Last Planner® Sytem
- Process optimization in construction
- Lean Construction in Planning
- Construction performance dialog
- Lean Project Management
- Value Stream Mapping
- 5S
- Problem Solving & Kaizen

### Operations

- Shopfloor Management
- Project Management
- Change Management

"We approached REOSS because we wanted to develop a customized project management training for our organization that not only focused on the technical aspects but also on the soft skills.

R

EOSS helped us to develop and implement a customized training where employees from different countries could learn the Artelia philosophy on how to manage projects.

One thing we liked was their international expertise and sensitivity to different cultures."

*Pascal Thevenet, Deputy General Manager, Artelia International*

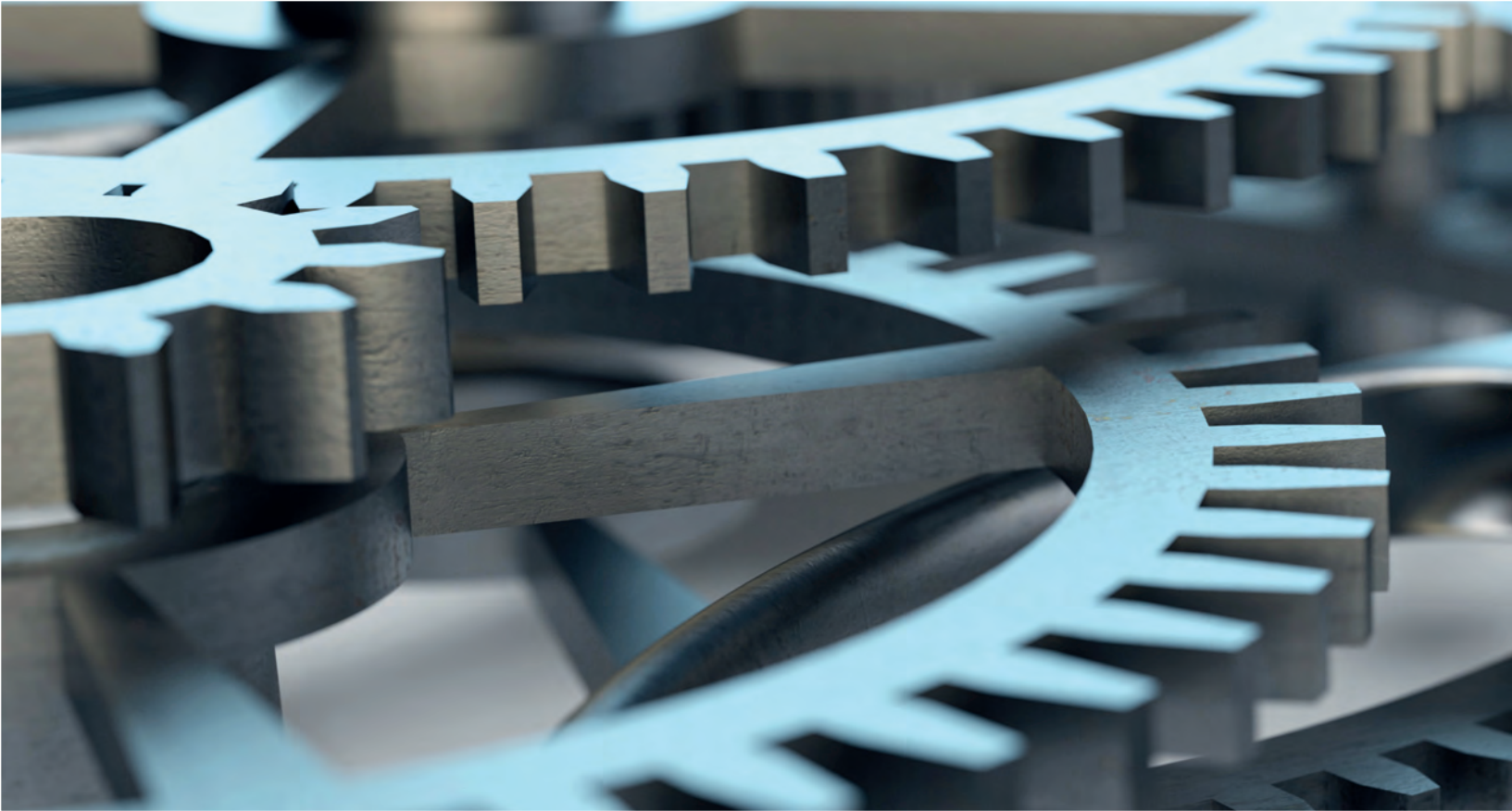
"We were in the early phase of a large development project when we conducted the first training course on lean methods with REOSS. Our real estate product contained a number of completely new aspects, which is why we were also looking for new ways of proceeding.

With lean methods, we promised ourselves an improvement in the processes and a substantial increase in product quality over the planning and implementation phase as well as in the use of the property.

The methods and principles of lean have enormous potential for different projects. The approach involves all parties involved in the project and focuses their focus on the sole goal; the project success. We are now working on scaling the experience across our organization. The next training course with REOSS is already being planned."

*Severin Boser, Head Development, Swiss Prime Site Immobilien AG*





## Why right now Operational Excellence focus?

Many organizations struggle to find the right levers to improve their potential when it comes to increasing their efficiency and effectiveness. Any further delay will result in an economic loss resulting from either higher costs than necessary or worse service than possible. This can lead to lower customer satisfaction and even a loss of customers and sales.

Are you ready for your path to operational excellence?  
Contact us today and we will show you your options and support you in changing your company!

*...it's all about change...*

**REOSS**

*Your partner in operational excellence*



The services we offer follow a clear structure in order to achieve sustainable results.

### 1. Listen

Understand what is crucial for the customer: their needs and requirements (Critical To Quality, CTQ)



### 2. Prepare

Assess (status & gaps), define goals and achievements, choice of method, timeline, team, training & communication structure



### 3. Act

Training and project work through to implementation, employee involvement, knowledge transfer and sustainability



### 4. Check

Evaluation & control: once the key figures have been achieved, structure and sustainability are assured

REOSS Limited  
*6, Oxford Street*  
*Lambourn, Berkshire RG17 8X - UK*  
*Email [info@reoss.com](mailto:info@reoss.com)*

REOSS B.V.  
*Wissellaan 12*  
*NL-7311 AD Apeldoorn*  
*Phone +31 646077643*  
*Email [cderuiter@reoss.com](mailto:cderuiter@reoss.com)*

REOSS GmbH  
*Kurgartenstraße 17*  
*D-90762 Fürth*  
*Telefon +49 172 6020626*  
*E-mail [cweidinger@reoss.com](mailto:cweidinger@reoss.com)*

REOSS

*Your partner in operational excellence*