

## Case Study: Furniture Company

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<b>The Challenge</b>	A furniture company was growing and successful, doubling volume and adding staff quickly. They invited Effective Learning for Growth to do a demonstration process mapping project to reduce the errors and exceptions that reduced profitability, and to ensure that everyone understood how the processes work.
<b>Solution Milestones</b>	Effective Learning for Growth <ul style="list-style-type: none"><li>• Had five meetings with key stakeholders (sales, design, order entry, warehouse)</li><li>• Used XSOL In Order software to do real-time mapping and documentation of the processes and decision rules</li><li>• Gained clarity and agreement on how it <i>should</i> work</li><li>• Delivered an HTML file as a webpage available to all, from salespeople in the field to designers to the installers to finance</li></ul>
<b>Results / Outcomes</b>	Everyone involved in the furniture process sees how it is supposed to work, and the foundation is laid for <ul style="list-style-type: none"><li>• Further process improvements</li><li>• Performance support</li><li>• Faster “on-boarding” of new hires</li></ul>