

# Optimization of a furniture retailer's order processing

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Internal business processes and their flow are a central element of every company. Accordingly, it is essential that they operate in an appropriate manner. If a company grows and the processes are not specifically adapted, the overall lead time can increase and result in higher costs.

## Initial Situation

Contract Furniture Solutions (CFS) is a furniture retailer of interior designs and furnishings for the hospitality sector. The company was founded nine years ago and has grown organically ever since. This development led to an increasing number of tasks, a growing team and increased process complexity. Like the business, the processes have developed organically and have not been analyzed and optimized accordingly. The entire team repeatedly identified weaknesses in the internal work processes.

## Objectives

The goal is to improve internal processes and make them more efficient. To this end, the individual processes of the employees are recorded and graphically depicted. Based on the graphical representation, problem areas are identified and subsequently improved.

## Methods

After determining the topic and the rough scope, the project was launched in a team meeting. Individual

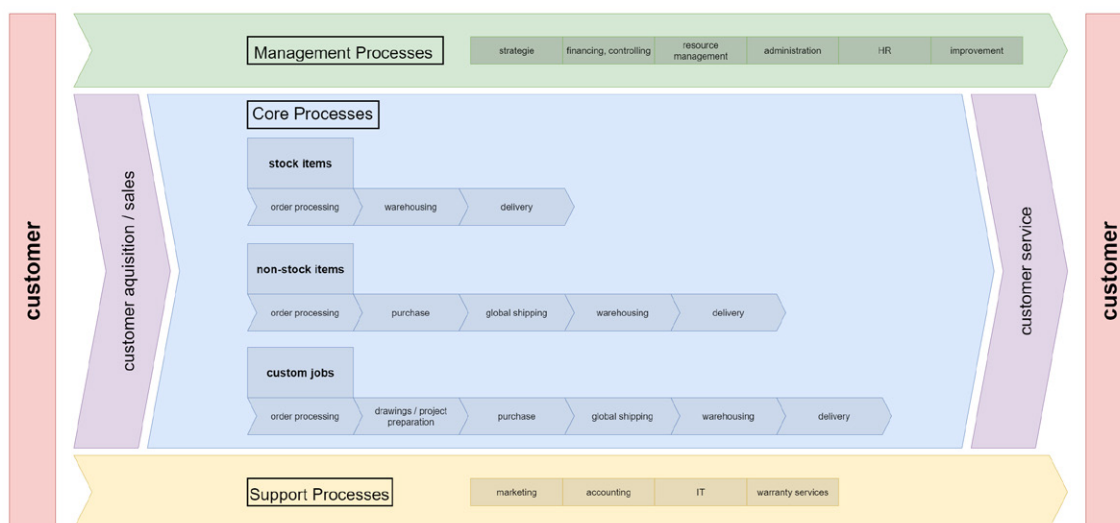
interviews with the employees were then conducted to record the process. The information was analyzed and depicted in a swimlane diagram. The graphical representation made it possible to identify problem areas. The identified problems were weighted using the relative weight method in order to solve them in sequence of urgency. The target state was developed in a workshop with the entire team. The improvements to the process and other suggestions for improvement were then implemented where possible and checked for their effectiveness.

## Results

The result of the work done is a defined process and improvements in various areas. The improvements determined during the workshop lead to less communication between employees and a clearer sequence of the individual process steps. The created swimlane diagram is also used as process documentation in the future and will be continuously developed on an ongoing basis.



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process map of CFS