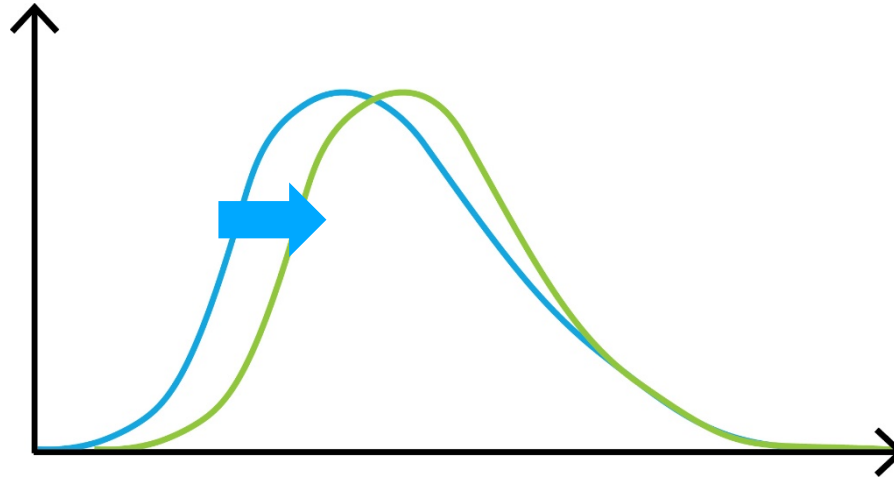




# Productivity at the Center of Everything

Nachi Mendelow  
General Manager – Business Development  
Sub-Saharan Africa

More or  
less?



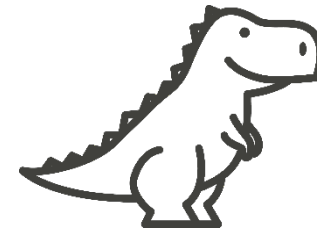
Our focus today

Productivity equals our perception of the conversion of expenditure into income

Same income by spending less

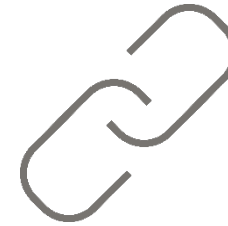
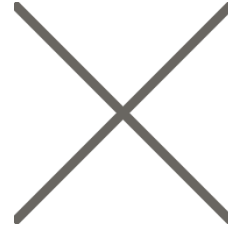
Same income with the same costs

Other internal and external factors



In any country where salaries are increasing faster than GDP...

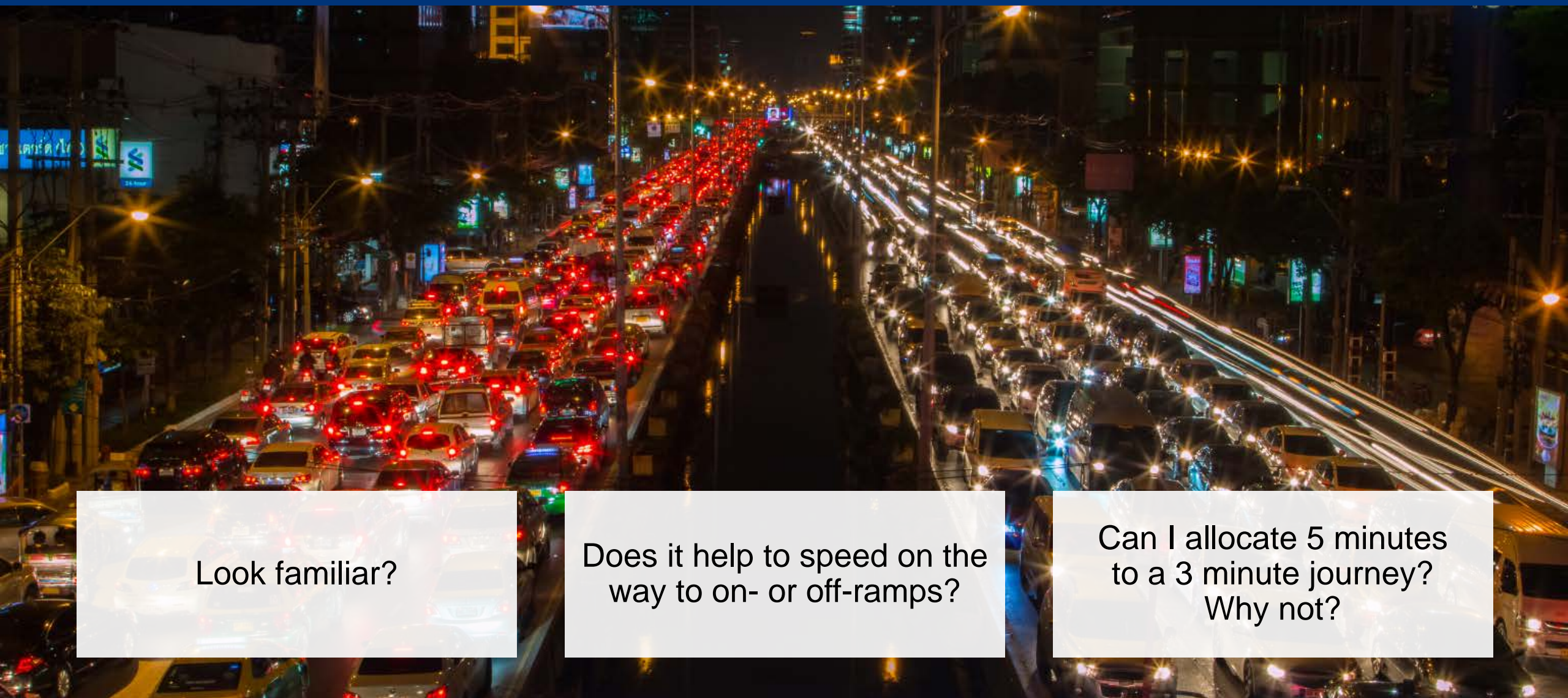
Unless we are aiming at productivity, we are aiming at extinction!



A chain is as strong as  
weakest link.

Improvements on non-  
weakest link are  
illusory

Improvements on  
weakest link strengthen  
the entire chain



Look familiar?

Does it help to speed on the way to on- or off-ramps?

Can I allocate 5 minutes to a 3 minute journey?  
Why not?



Dependable parts

Entire flow is as fast  
as the slowest  
machine

Improvements to non-  
slowest machine does  
not increase speed

Improvements on  
slowest machine –  
increase speed of  
entire chain

Why not?



In traffic

In science and  
the human body

In flow

The background of the slide features a low-angle shot of several shipping containers in various colors (yellow, orange, red, and maroon) being hoisted by a crane. The containers are suspended by heavy metal chains and hooks against a clear blue sky. The perspective is from below, looking up at the containers as they are moved.

Buffer  
Management

Constraints

Resources

Tasks

Workflows



1

Identify the Constraint

2

Exploit the Constraint

3

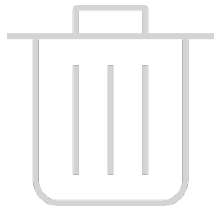
Subordinate the  
Constraint

4

Elevate the  
Constraint

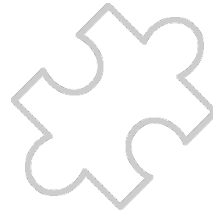
5

Inertia (process of  
continuous  
improvement)



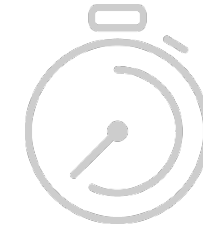
## ELIMINATE

engineer it out of existence



## DELEGATE

push it out of YOUR business



## ACCELERATE

productivity gains and tools

In each case, the labor in the process/step is reduced entirely, or partially transferred to another step; a significant net reduction

1

## Manual

- A lot of paperwork
- Multiple sets of the same paperwork
- Job folders, trays / filing racks/drop files

2

## Computerized

- Less paper
- eDocs
- Jobs in the system

3

## Enterprise Integration

- If a data item is anywhere in the system, it's everywhere it's needed
- No double entry

4

## Supply Chain Integration

- If one party knows it, the data moves automatically to other parties who need to know it
- No re-keying

5

## Workflow

- The process itself is in the system
- The system enforces/supports execution
- Tasks & sequences
- Easy to improve

5

## Workflow

6

## Workflow Automation

- Milestones, triggers, macros
- exceptions, Automated and conditional execution paths

7

## Constraint Management

- Automatic detection and control of bottlenecks
- Visual control boards

8

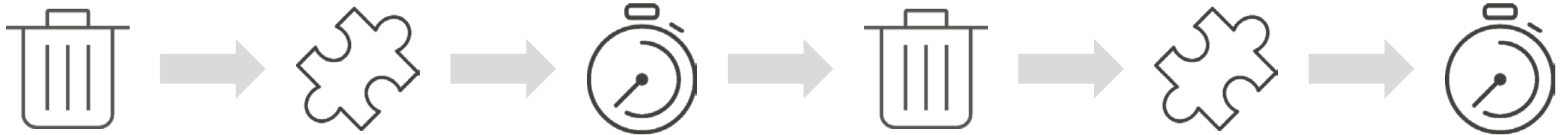
## Buffer Management

- Exception handlers
- Risk reduction
- Behaviour shaping
- Focus

9

## Work Mix Management

- Advanced efficiency techniques



If you have an ERP system, you've probably reached Phase 3 or 4

A few of you may have reached Phase 5

You can keep applying “Eliminate, Automate, Accelerate” in a multitude of ways

There are methods, eg. “Lean”, or “TOC”, that can take make you even more productive

**125+**

countries

**7,000+**

sites

**6,000+**

customers

**19 of 20**

top global 3PLs are customers\*

**34 billion+**

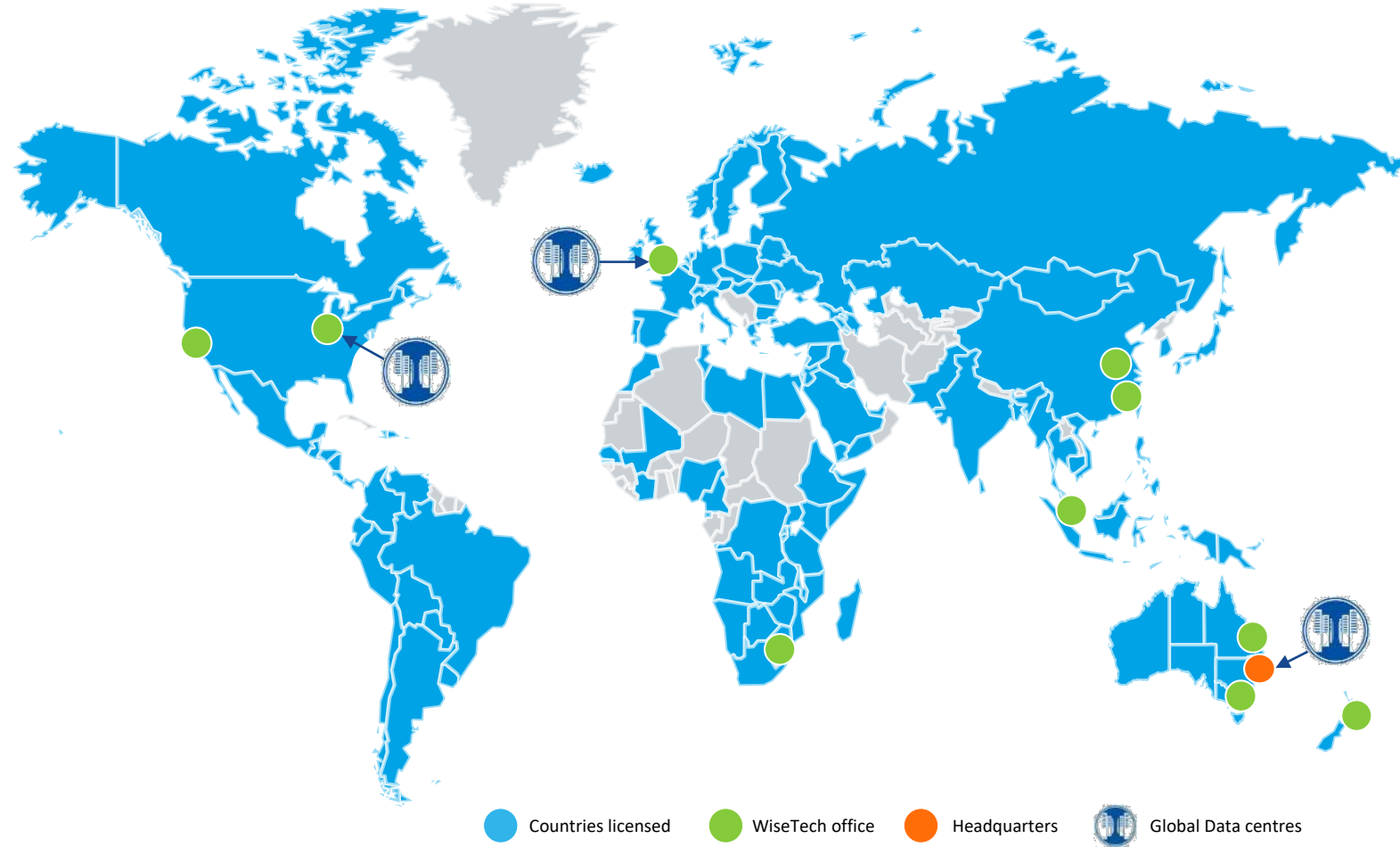
data transactions in FY16

**2.8 million**

development hours over 15 years

**1**

integrated CargoWise One  
global system



\*Ranked by Armstrong and Associates: Top Global 3PL Providers List, ranked using a combined overall average based on their individual rankings by gross revenue, ocean TEUs and air metric tons for the 12 months ending 31 December 2014. Customers as of 31 December 2015.



Nachi Mendelow

Nachi.Mendelow@wisetechglobal.com

Wisetechglobal.com