

Productivity Enhancement of Indirect Divisions using MOP (Methods Design for Managing Office Productivity) Program

Productivity improvement of administratively indirect divisions

■ Critical Issues

■ We feel that the cost in indirectly related divisions is high.

Moreover, the amount of work in indirectly related divisions tends to increase, but we don't have any solutions.

■ There are areas between organizations where work is duplicated, and the organizations are not making best use of their functions

There are many meetings, and time is taken in accounts settlement. Many divisions are doing the same kind of work. We are considering outsourcing, but cannot make an appropriate plan.

■ Even after introducing IT, we don't see its effect

Although the business work was greatly reduced and productivity increase was expected, nothing has changed at all. Instead, there is now confusion caused by IT system problems.

■ JMAC Concept

■ Methods Design for Managing Office Productivity

◆ Reduction (optimization) of required employees

When considering how to increase the productivity in offices, productivity is made up of the input/output relationship. MOP is a technique that is used in situations where the input (employees required) is to be reduced while maintaining the output in a fixed condition. Instead of ending worksite improvement with reductions in the number of processes, this technique has a purpose of reducing the number of persons required, even if only by a small number of one or two. Although the purpose is to reduce the number of employees required to do the work, MOP applies human principles to the work amount, and the current work situation will be certain to change for improvement.

◆ Effective utilization of the reduced employees

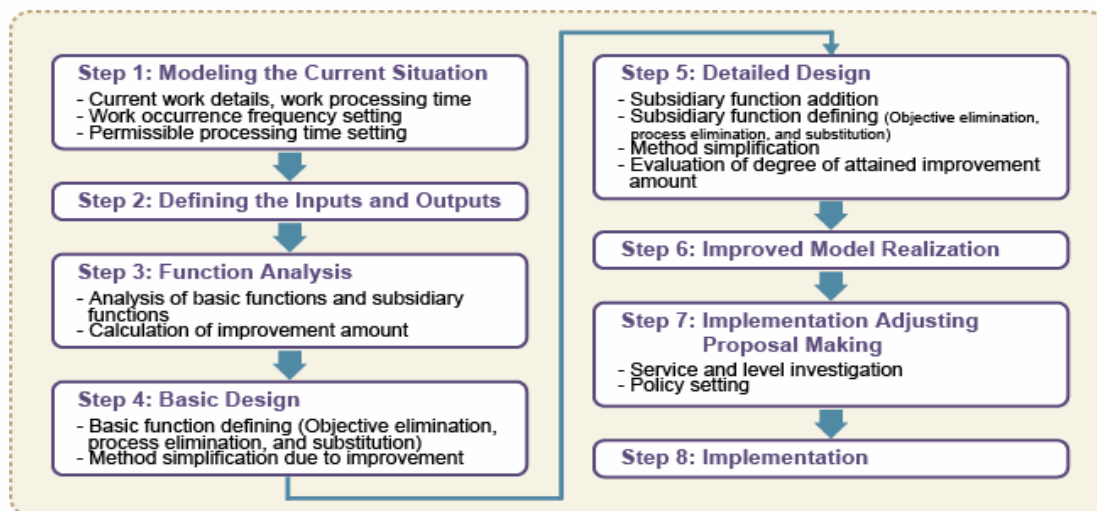
Employees creatively released by the MOP technique result from the IE approach (technical results). Accordingly, it is necessary to consider the effective utilization of these employees in an aim to realize results that directly affect the business. During MOP implementation, effort is made to investigate the human resource utilization that yields a new output to directly affect the business results.



JMAC Features

MOP has the following four features:

- 1) By carrying out eight steps that have been structurally arranged, it is possible to efficiently proceed with the implementation
- 2) As a benchmark for improving ambiguous work, standardization/modeling of the processing methods is carried out.
- 3) Improvement is carried out while confirming an appropriate service level and an appropriate improvement level.
- 4) According to the design approach, a new work process is designed.



Results

Results of MOP improvement

As the result, the number of employees required for the work is reduced.

