

*Happy
Eid*

*Ramadan
Kareem*

رمضان كريم



Supply Chain Council... 2nd meeting at Sewedy Electric

Symbios Consulting has been keen on stimulating and developing the Middle East Supply Chain Chapter which is headquartered in Egypt. A meeting was therefore held at **Sewedy Electric** to emphasize on the importance of the Supply Chain Council and the benefits of being a member in the supply chain chapter. The meeting was mainly a brief on how to become a member and what are the outcomes of participating in the Supply Chain Council. Having access to papers, presentations and theories of well known individuals in Supply Chain is one of the many benefits of being a member in the SC Chapter, as well as having the opportunity of attending meetings and seminars abroad.

Mr. Ahmed Nabil El Rashedy, Training Director at Sewedy Electric is one of the proud members in SCOR. He has been dazzled by the amount of information and knowledge gained from SCOR. "It's an amazing idea to update and exchange knowledge in the Supply Chain field. SCOR has allowed us not only to share knowledge on the corporate level but on the individual level as well. One of the updates I wish to witness in the Chapter is implementing practical visits among companies to gain experience and expand the amount of knowledge shared among members."

Among the audience was Dr. Ali Awni, Associate Professor of Operations Management at The American University in Cairo who-having worked in SC in the United States-was very impressed with the Chapter. "It's a way to change ideas and exchange knowledge. The benefit from it is tremendous, however; it is too early talk about the progress of the Chapter itself but to get the interest of as many companies is, in my opinion, a great start."

Schneider Electric has been eager to participate in the Middle East Chapter from day one. Ms. Nermin Abu Hulwa, Purchasing Manager as well as Ms. Marwa Abdel Aziz, International Logistics & Export Manager were present at the workshop and have been impressed with what they have seen so far in SCOR.

"There is still a lot to be done besides the sessions, because sessions alone won't be as beneficial as having practical activities highlighting team work. The initiative itself is amazing though and will be even more outstanding when we expand more and share practices and knowledge."

Mr. Mohamed Shallaby, Chairman of the Middle East Chapter is happy with the kind of progress that is taking place in SCC. "We have solid SCC Chapter by now and we are starting to implement and apply practical activities which aim to support Supply Chain in the Middle East. It feels good to be able to help companies who seek support in SC, not through training, but rather by sharing resources, information and benchmarking data."



This event was sponsored by Sewedy Electric

Rich Bake...

a journey to prosperity & development

Companies and industries differ in their systems, products, departments and methods. However, they usually have one unified and common goal and that is to succeed and develop. Modern Bakeries, the Manufacturer of brands as Rich Bake, believed that in order to achieve the success and development that they have been hoping for, implementing 20 Keys was their path!

In their multi level meeting, and after implementing 20 Keys for nearly two years, measuring the percentage of improvements and setting a plan for the coming period was what brought all departments of the company together at Hilton Dream on Monday 23rd of May 2011. The event started by presenting the measures that have been previously taken to implement each Key within different departments. Each Key holder explained the techniques that were followed in applying the keys and the outcome of their projects.

Planning ahead is one of the major elements of successful implementation and development. The meeting then took a different turn and the enthusiasm of the employees was highly shown when each department took the time to discuss, plan and explain their future plans for better development and greater productivity and quality. Each department explained which Keys they will be implementing and what sort of development will be the



outcome of applying the keys. To show unity and enthusiasm, each department was told to choose a slogan for their department and the project they will implement.

Special thanks and gratitude was given to Eng/ Waleed Radwan, a consultant at Symbios Consulting and who has shown dedication and guided Rich Bake towards development and growth.

Halwany Workshop

In order to launch their lean journey, Halwany decided to cooperate with Symbios consulting to train its team on 5S+1 & visualization methodology. The team is formed from different department like production, warehouse, quality & maintenance. The team was interactive and the team started up implementation after the workshop and achieved gains, but they believe it is just a start.





Supply Chain Event

Managing Supply Chain in the face of crisis

The current affairs and the situation that took place in Egypt has affected many manufacturing companies in the Middle East area. How to overcome such setbacks and delays when it comes to supply chain was the question that was on everyone's mind, a question that only Douglas Kent could answer and was more than pleased to share his thoughts and ideas in one of the workshops organized by Symbios Consulting under the sponsorship and guidance of the Supply Chain Council.

After successfully opening a Supply Chain Chapter in the Middle East, it was important to discuss the steps and methods that needed to be followed to manage supply chain after times of crisis. Douglas Kent, the President and Co-founder of eKNOWtion and the Director of InForum for the Electronics Industry started the workshop by mentioning the growing array of risks that eventually lead to crisis. "Harsh economic realities, uncertain times, stimulus packages delivered with questionable results, cost cutting everywhere, consumer confidence at historic low, manufacturing activity is at low, retail sales down, heavy job losses globally and shift from "growth" mode to "survival" for many are a few of the many risks that lead to crisis in supply chain".

Providing superior & consistent customer service while increasing revenue and margin is one of the many challenges that we face when it comes to supply chain as well as competing in a global market, reducing total Supply Chain costs and reducing inventory. With these challenges that we are facing, Mr. Douglas explained how to overcome and find a solution to the obstacles that we can control and barriers we face and have control over.

"Supply chain risk management is the systematic identification, assessment, and quantification of potential supply chain disruptions with the objective to control exposure to risk or reduce its negative impact on supply chain performance."

Douglas explained how unpredictable crisis like the events that took place in Egypt or Japan's earthquake shakes global supply structures; it is usually hard to make preparations when it comes to unforeseen situations like these. But by creating a list of potential events that could disrupt or harm any aspect of the supply chain's performance, quantifying risk to understanding of where the greatest risks may exist in order to prioritize resources for risk mitigation and management and by measuring included likelihood and impact of such events, managing the percentage of risk would be achieved.

This event was sponsored by Olympic Group

Introduction to Lean, 6 Sigma & Supply Chain... yet another successful **SYMBIOS** Event

In an attempt to spread awareness regarding the importance of quality assurance and motivate companies & individuals to develop, Symbios Consulting conducted a show & tell Workshop to demonstrate how six Sigma, 20 Keys & Lean Manufacturing can reduce cost, improve productivity & quality.

The workshop was mainly a brief of the success stories told by some of the companies who applied Lean Manufacturing, Six Sigma and the 20 Keys Methodology. Supply chain was mentioned during the workshop which Eng/ Shereen Mosallam presented. "Supply chain is all about planning"; a statement Shereen chose to share with the audience, "after planning it is important to source, make, deliver and return. We look at value and the extended value stream. And there are 5 levels in supply chain, the first of which is **Scope**, then comes **Configuration** while the 3rd level is **Activity**, 4th is **Workforce** and last but not least is **Transactions**."

Eng/ Mohamed Aref, Operations Manager at Ahram Security Group dazzled us with his presentation demonstrating how applying Lean Manufacturing affected the productivity of the company and the amount of improvement that was visible on the working staff.

"Lean Manufacturing was successful in reducing the cost of our factory and improving the quality and the quantity of our locks. It also helped in reducing our batches."

According to Eng/ Mohamed's presentation, it was clear that other improvements were made that greatly affected the production of Ahram Security Group including the ability to reduce time up to 70% and successfully achieved warehouse reduction and all this was a success of a year and a half of hard work and dedication.

One of the people who shared their success was Mr. Fady Samy, Senior Manager (Automotive Plant) at EGA-Mercedes, and who presented his demonstration for the first time. In his Supply Chain Management Project, Mr. Fady emphasized on the importance of supply chain and explained how important it is to develop the supply chain within any organization. "One of the most important points in supply chain is customer impact". Stating this, Mr. Fady then highlighted the effect of a strong supply chain within companies and industries.

Eng/Waleed Radwan, a consultant at Symbios Consulting then took the floor to introduce the 20 Keys Methodology to the audience. The advantages of applying 20 Keys to an organization are numerous and very beneficiary. "20 keys based on Lean principles, however, it is a different methodology and is successful in developing and improving industries."

As Eng/ Waleed explained, Keys 1, 2, 3 and 20 are the basic keys and are essential to start with when implementing the 20 Keys. "There are levels within each Key starting from level 1 up to level 5, level 5 being the perfection level in the 20 Keys methodology."

20 Keys is a somewhat new method and has only been recently introduced in Egypt. Rich Bake, Edita, Sakr and Olympic Group are one of the first companies to begin the journey of 20 Keys with Symbios Consulting and the degree of improvement has been outstanding.





SYMBiOs
Overseas



Six Sigma Green Belt training at Sewedy Cables, Algeria

Continuous Improvement Process is a business process that allows companies to drastically improve their companies. Sewedy Electric is one of these big companies that are always focusing on implementing continuous improvement activities in their factories seeking more efficient and quicker processes to best serve their customers.

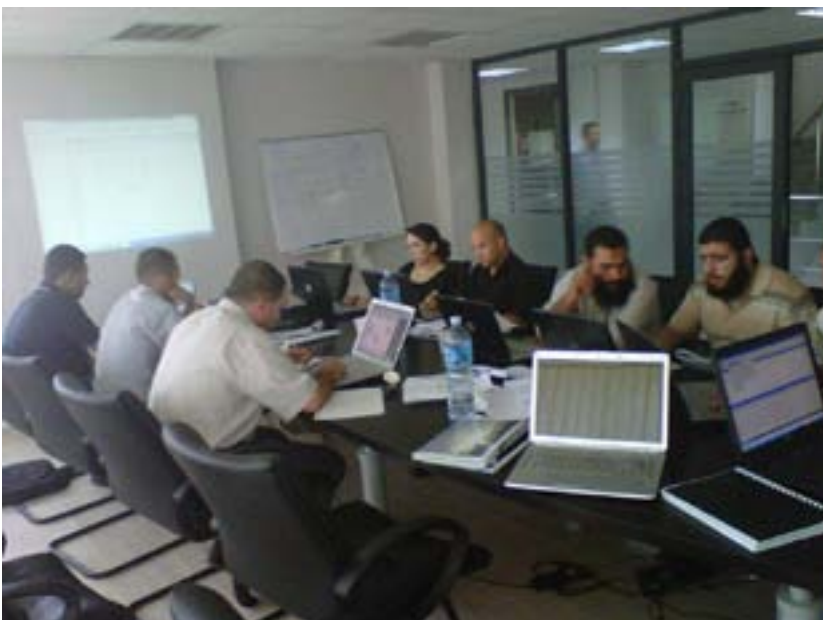
As a result of their focus on continuous improvement, a long term relationship between Sewedy Electric and Symbios Consulting was established, it started at Sewedy Cables factories in Egypt and now the relationship is extended to their factory in Algeria.

In April 2011, Sewedy Cables Algeria started a Six Sigma deployment program in their factories with Symbios Consulting. This program aims to reduce the cost of poor quality generated in the factory and increase customer satisfaction with better service, through consecutive waves of six sigma projects. Symbios consulting has been working with Sewedy Cables Algeria on Six Sigma deployment program to support them in achieving their goals.

Now we are in the middle of the program and Six Sigma Green Belts are working on their projects to improve the concerned processes, with continuous mentoring and coaching from our consultant.

The program is following a structured methodology that can be briefed in the following steps:

1. Define Company goals
2. Build Cost of Poor Quality tree
3. Identify Improvement opportunities
4. Prioritize improvement opportunities according to company goals
5. Develop Six Sigma awareness through the organization
 - Champion training: For managers
 - Yellow Belt training: For the base of the organization
6. Define roles of steering team & deployment leader
7. Transfer Six Sigma know-how
 - This is the longest part of the deployment
 - The knowledge is transferred through Six Sigma Green Belt Training for selected candidates
 - Each Green Belt leads a project that has its business case,
 - Green belts are constantly mentored & coached through project execution to find his way in the new path of continuous improvement
8. Assess financial savings



Introduction to Lean, 6 Sigma & Supply Chain...

YET ANOTHER SUCCESSFUL SYMBIOS EVENT IN KSA

In an attempt to spread awareness regarding the importance of quality assurance and motivate companies & individuals to develop, Symbios Consulting conducted a session in KSA in cooperation with **QCC** (Quality System Consulting Company) and also with **CBA** University for the MBA students at the university to demonstrate how six Sigma, Lean Manufacturing and Supply Chain can reduce cost, improve productivity & quality.

The workshop was mainly a brief of the lean and six sigma methodologies and how it work in separate or together to achieve

the organization objectives in terms of business results such as (quality-cost-Delivery) this presentation was done by Eng. Mohamed Abdelsalam from Symbios consulting. Supply chain was mentioned during the workshop which Eng/ Shereen Mosallam presented. "Supply Chain is all about planning"; a statement shereen chose to share with the audience, "after planning it is important to source, make, deliver and return. We look at value and the extended value stream. And there are 5 levels in supply chain, the first of which is **Scope**, then comes **Configuration** while the 3rd level is **Activity**, 4th is **Workforce** and last but not least is **Transactions**."



Dr. Soliman Fakeeh Hospital incorporation with Symbios Consulting...

A JOURNEY TO A BETTER HEALTH SYSTEM

Symbios Consulting has expanded their consulting services and have succeeded in implementing Lean Six Sigma for Health Care at Dr. Soliman Fakeeh Hospital, Saudi Arabia. Lean Six Sigma for Health Care has been implemented at Dr. Soliman Fakeeh Hospital since 2010 and participants of different nationalities have been impressed with the amount of improvement visible in the Hospital. The Training is mainly to progress Operation Room Utilization, Reducing patient waiting time, Reducing patient discharge time, Reducing inventory, Improving discharge process, Patient Satisfaction, Compliance with International Standard, Reducing cost of Communication, Reducing waste, and last but not least Improving Electronic medical record System.

The deployment has been implemented for 15 months and the improvement has been tremendous over the passing months and is by time getting clear and its effects will be phenomenal.



SYMBIOS TRAINING PROGRAMS 2011-2012

Six Sigma Programs					
Course	Wave	Training Days	Dates	Costs	Remarks
Six Sigma Green Belt	43	11	November, 2011	5,500 EGP	Symbios will be visiting each of the participants 2 Visits to be certified.
Six Sigma Black Belt	11	24	October 5 th , 2011	18,500 EGP	Symbios will be visiting each of the participants 2 Visits to be certified. And there will be 2 days practical training at factories during the course.
Lean Programs					
Lean Green Belt for Manufacturing	25	10	November, 2011	5,500 EGP	Symbios will be visiting each of the participants 2 Visits to be Certified.
Lean Black Belt for Manufacturing	8	24	April, 2012	18,500 EGP	Symbios will be visiting each of the participants 2 Visits to be certified. And there will be 2 days practical training at factories during the course.
Lean Practical Implementation Program in Japan	3	7	March, 2012	28,500 EGP	
Lean Enterprise Workshop Lean Extended Value Stream Map & Simulation	5	2	October 19 th , 2011	3,000 EGP	
Lean Supervisor Program	1	12	October, 2011	7000 EGP	Symbios will be visiting each of the participants 2 Visits. And there will be 2 days visits at 2 leading companies during the course.
Supply Chain Programs					
Supply Chain Black Belt	2	24	December, 2011	18,500 EGP	Symbios will be visiting each of the participants 2 Visits. And there will be 2 days visits at 2 leading companies during the course.
Basic Supply Chain Management	-	5	January, 2012	3000 EGP	
Forecasting Workshop	2	2	February, 2012	4000 EGP	Delivered by IBF — USA

Course	Duration	Course	Duration
Courses for Groups only: (Cost 4800/day)			
5S and Visualization	2 days	Total Productive Maintenance	3 days
FMEA	2 days	Lean for Leaders	3 days
Statistical Process Control using Minitab	4 days	Team Accelerator	4 days
Measurement System Analysis	2 days	Lean Value Stream Mapping	3 days
Inventory Management	2 days		
Lean for Technicians	3 days		

Fax/Tel : +02 23581794
E-mail : mona.mostafa@symbios-consulting.com
 nadia.kandi@symbios-consulting.com
Mobile : +2019 889 1700 , +2016 332 7685



“Symbios Consulting”

or log on our website

www.symbios-consulting.com/