

The Ben Graham Corporation

"Work Smarter not Harder"

Business Process Improvement

Consulting,

Workshops

and

Process Mapping Software

The Ben Graham Corporation

Who We Are...

The Ben Graham Corporation provides education workshops and consulting and coaching services for Continuous Process Improvement. This has been the sole focus of our organization since 1953. We call our work "Process Improvement". Years ago we referred to it as "Paperwork Simplification".

For over 50 years we have been conducting workshops, drawing process maps and facilitating improvement teams. We have conducted close to 1,000 workshops; educating people from over 1,000 organizations, with delegates from around the world representing a broad variety of industries as well as government at all levels.

Our roots go back to the 1940s when we worked with pioneers of Work Improvement – Lillian Gilbreth (co-founder of motion study and co-developer of the first process charts) from 1944 until 1966, Allan Mogensen (founder of Work Simplification) from 1944 until 1987 and Art Spinanger who developed the multibillion-dollar Work Simplification/Deliberate Methods Change Program at Procter and Gamble. (See article "From Bricklayer to Microcomputer" available on our website – www.worksimp.com)

Our organization was founded in 1953 by Ben S. Graham, Sr. (1900 – 1960). He was trained in Work Simplification by Mogensen and Gilbreth. Afterwards he adapted the Gilbreth process charts that were in use improving factory work for use with more complex business processes.

He was working with the Standard Register Company of Dayton, Ohio. His purpose was to display processes so that employee teams could study them and streamline them. Then Standard Register would design and provide forms that efficiently served the revised workflow. Standard Register and RL Crain Company helped promote the Graham methodology across the US and Canada.

Ben S. Graham served on Mogensen's Work Simplification Conference staff and filled speaking engagements across North America as the recognized founder of Paperwork Simplification. His process charting technique came to be used worldwide and is currently the most effective methodology available for Business Process Improvement. The following quote from Ben Graham, Sr. predates by decades the current focus on employee involvement.

"Participation by the workers in developing the method eliminates many kinds of resistance and insures enthusiastic acceptance. This is more important than all the techniques put together."

Ben S. Graham Sr., June 2, 1958

Work Simplification is defined as "the organized application of common sense". It uses charts and diagrams to organize the facts for employees whose first hand experience gives them the appropriate common sense.

Process Improvement Workshops

Learn to organize and guide teams through process improvement projects. Become familiar with process Mapping, the principal tool of the improvement methodology. Draw process flow charts both by hand and with the Graham Process Mapping Software. Learn how to analyze the "As-Is" charts identifying opportunities for improvement and developing "To-Be" Charts. Bring to your organization the ability to use charts to manage its work processes, charts that are easy-to-read, easy-to-update and ideal for training and for maintaining ISO certification.

Participants

Participants have come from Aerospace, Nuclear Research, Electronics, Pharmaceuticals, Hospitals, Retail, Real Estate, Federal Government (Military and Civilian), State, City and County Governments, Food Products, Churches, Universities, Transportation, Mining, Steel, Petroleum, Automotive, Construction, Pulp and Paper, Public Utilities, Banking, Insurance, Printing, and numerous Consulting Companies.

How Have They Benefited?

They have simpler more effective work processes. They have faster processes with less record keeping and lower costs. In one case production is doubled while record keeping is reduced by 85%. In another case the number of work steps is reduced from 122 to 23. One company initiates 50 small projects and has \$60,000 in installed savings in 12 days and accumulates 35 million dollars in savings in their first year.

How Does This Happen?

Process charts make improvement opportunities apparent and easy to install. They enable employees to incorporate technology into their work processes while keeping them clean and simple. Process charts serve the same role for managing work processes that architectural drawings do for construction and blue prints and assembly diagrams do for manufacturing. Process charts give experienced employees what they need to be the masters of their work.

Consulting Services

Our professional consultants encourage a collaborative environment where we become a part of your team. We bring a process focus to the team and help with all aspects of your process work... from defining a project to establishing a process-library-based continuous improvement program.

We believe that the people doing the work are best suited to improve it and that employee participation is critical to an effective work improvement program. When employees are enthusiastic about making improvements, improvements can be dramatic. To encourage enthusiastic participation, there must be no loss of employment resulting from the work improvement.

Our Consultants can help you...

Identify areas for improvement, instill a process focus in your people, promote teamwork, guide Improvement Teams, develop better methods, schedule and coordinate improvement implementation...build better business processes.

One on One Coaching

We work with one or more of your people as a sounding board and advisor to develop process oriented expertise within your organization.

Working with Improvement Teams

Our consultants lead analysis and improvement meetings with teams made up of people who do the work. Technical specialists (Vendors, programmers etc.) are brought in as required. Team members identify and test improvement ideas.

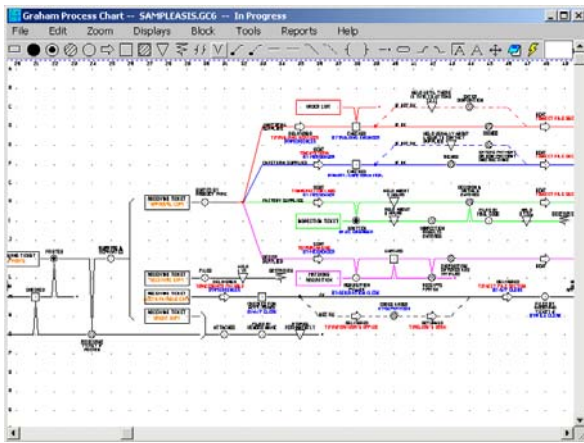
Implementation

Employee acceptance is better when the people doing the work participate in developing the improvement recommendations. We help organize the implementation so that approved recommendations are implemented on time and within budget. We guide team members in determining the value of the improvements, in establishing metrics to monitor the improvements and setting up a self-audit program to maintain mastery of the process.

Graham Process Mapping Software

...for Documenting, Developing & Analyzing Business Processes

With Graham Process Mapping Software, process charts (or maps) are easy to draw, easy to edit & easy to read. Eight basic symbols cover all aspects of work at the element level. Symbols click in place on a snap-to grid on the Mapping screen. Objects are easy to place, move and remove. Lines draw automatically. Text can be positioned and aligned automatically.



Graham Process Mapping is the definitive tool for business process improvement. Graham Process Charts provide a picture of the process with enough detail to allow (and stimulate) common sense improvement ideas by the people who do the work. "By the people who do the work" is the key. This methodology has been successfully applied by thousands of organizations across the United States, Canada and beyond for over fifty years. It has accounted for BILLIONS of dollars in productivity improvement savings. The reasons

that this methodology has endured and been so successful are: 1. It places the responsibility for making changes in the hands of the people who should be making changes -- the people who, actually do the work and 2. It provides them with clear, accurate flow charts of their work.

Graham Process Mapping Software displays all the items involved in a process, step by step. Graham process maps show what, where and when things happen and who is involved. They are built horizontally and can be linked electronically to manage relationships between multiple processes. Eight basic symbols provide a common language that can be understood by anyone. Chart output is available for printers and plotters and can be scaled for small charts (for manuals) and for large display charts. Output is also available in Playscript (narrative) format, excellent for maintaining ISO certification. Once a library of process charts has been prepared you have the ingredients needed for continuous improvement and effective management of process documentation both in chart and Playscript format.

Work Simplification is a proven methodology for getting more done in less time and with better results. It is the "organized application of common sense" to eliminate waste and find better ways of doing work. Graham Process Mapping was developed for Work Simplification. It gives you a clear, organized look at your process.