

ETI Group

ETI Group offers a broad range of Operational Excellence training and consulting services to assist organizations to improve quality, productivity, and competitiveness. Specializing in Lean Six Sigma tools and methods, the firm also helps to implement business management systems based on ISO 9001, AS9100, ISO 13485, TS 16949 and ISO 14001.

To date, ETI Group team members have assisted more than 1,000 healthcare, government, financial, service, and manufacturing organizations to achieve:

- Dramatic and rapid improvements in efficiency and productivity
- Improved quality, reliability, and profitability
- New competitive advantages

AREAS OF EXPERTISE / RESULTS

- Process Improvement
- Six Sigma
- Strategic Planning
- Lean Enterprise
- Lean Six Sigma
- Kaizen Event Facilitation

EXPERIENCE / SELECTED PROJECTS

Provided Lean Six Sigma training and support services to assist a healthcare organization to:

- Identify major causes of “ED on divert.” A divert mitigation action plan was developed and implemented reducing daily hours of emergency department diversions from 6 to 0.6 with an annual revenue increase of \$2,900,000.
- Reduce the average time lag from point of patient care to posting of patient charges from 5 days to 1 day. Daily charges for this organization are about \$1,000,000.
- Redesigned emergency department procedures to reduce the percentage of patients who leave without being seen resulting in an annual revenue increase of \$400,000.

Provided Lean training and support services to assist a city government to:

- Reduce the average purchasing cycle time from 38 days to 5 days and eliminate the problem of invoices being received that did not have purchase orders in the system.
- Reduce library processes for ordering, processing, cataloging, and shelving new materials from an average lead time of 28 days to 14 days.

Provided Lean Six Sigma training and support services to assist:

- A Semiconductor Manufacturer to reduce failure rates by 50% with an annual cost savings of \$3,600,000.
- A Plastic Molding company to save \$700,000 per year by solving a problem of parts failing final inspection for cosmetic damage.
- A Metalworking company to save \$230,000 per year by reducing the number of damaged or contaminated parts at final inspection.

RECENT CLIENTS

- Oregon Health Sciences University
- World Bank
- PeaceHealth St. John Medical Center
- Medtronics Physio-Control
- Timberline Software (now Sage)
- Boeing Commercial Aircraft Division
- Columbia River Mental Health Services
- Hewlett Packard
- Carlisle IT
- FEI Company
- Oregon Bioscience Association
- Federal Aviation Administration

Contact the Alliance at 206-616-8461 OR alliance@uw.edu