

# Performance Solutions

by *Milliken*

**ACHIEVING EXCEPTIONAL MANUFACTURING  
PERFORMANCE & QUALITY:  
SYSTEM-BASED PERFORMANCE SOLUTIONS**

**Q&A WITH  
PERFORMANCE SOLUTIONS BY MILLIKEN**



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## Any improvement methodology is only as effective as its execution.

Many manufacturers fail to support their improvement initiatives with a performance management system to provide guidelines and oversight. These companies typically struggle just to stabilize their operations, much less improve.

To institute success and drive organizations towards increased safety, productivity and efficiency, **Performance Solutions by Milliken** utilizes the Milliken Performance System. This system is built upon a foundation of strategic clarity and safety and is focused on engaging all associates in the uncompromising pursuit of zero safety incidents, creating alignment between operations and businesses and resulting in lean enterprise.

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## Help your business increase productivity, efficiency and safety.

Once the decision has been made that you're going to create a measurable, process-oriented way of working in your organization, the feeling of being overwhelmed might soon set in. Instead of tackling all the issues at once, however, plan on making improvements step-by-step.

To successfully implement a performance system, manufacturers must:

**Reinforce Strong Leadership Practices:** Leadership must be vocal about their support of the change taking place.

**Intelligently Model:** Create the proof of concept.

**Intelligently Replicate:** Strategically replicate where tangible results are possible.

**Attack Losses During the Journey:** Are you currently allocating resources to your loss opportunities?

**Be Patient:** Recognize that sustainable change requires a change in culture.



Part of what makes working with Performance Solutions by Milliken unique is the way we examine and change a business culture from the bottom up and the top down. We utilize zero-based thinking to identify and prioritize improvement projects, allowing your company to address the real root cause. Performance Solutions Practitioners work alongside clients from the production floor to the C-Suite, all while providing planning, education, coaching and feedback every step of the way. Every consulting engagement is customized to meet each of your organization's goals and expectations.

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## How can manufacturers use system-based performance management methodologies to move past compliance to assurance?

System-based performance management methodologies are about creating the processes and culture needed to avoid problems rather than responding to them after they have happened. Manufacturers can achieve this through a culture of loss elimination, associate empowerment, and continuous improvement – all cornerstones to Performance Solutions by Milliken's engagements.

## What does an optimal performance system look like and how does it impact a company's bottom line?

In an optimal performance system, the organization is "speaking the same language" in the context of losses, processes, steps, validation and modeling. The organization is more aligned than ever before. It's not unrealistic, for example, for a company to reduce COGS (excluding raw materials) 20-25% over the course of a properly structured continuous improvement journey.

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The logo for Performance Solutions by Milliken features a circular emblem on the right. Inside the circle, there is a stylized arrow or needle pointing upwards and to the right, colored in shades of green and blue. The text "Performance Solutions" is in a large, grey, sans-serif font, and "by Milliken" is in a smaller, blue, cursive script font below it.

Since our 1865 founding, a commitment to continuous improvement and safety has been the foundation of Milliken & Company's success. Our emphasis on manufacturing and business processes began after Milliken associates studied the words of W. Edwards Deming and post-war economic recovery efforts in Japan. As a result, the company expanded its focus on quality, service, testing, and global influence.

For more than a decade, Performance Solutions by Milliken has been leveraging best-in-class practices to actively assist in helping companies achieve a greater ROI by streamlining their operational functionality. Like other business management strategies, such as Six Sigma and lean manufacturing, the Milliken Performance System helps businesses increase productivity, quality, safety, and efficiency. The Milliken Performance System's distinction, however, is that it changes the entire business culture by engaging everyone, resulting in long-term, holistic, sustainable improvement.

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In April, Performance Solutions by Milliken will exchange ideas and provide thought leadership at the [American Manufacturing Summit 2019](#) through their workshop, An Executive Discussion on Exceptional Manufacturing Performance & Quality. Phil McIntyre, Managing Director of Client Development and Marketing at Performance Solutions by Milliken, will address system-based performance management, the next jump in manufacturing productivity, and cascading the business strategy into financial and operational results.