





AEM Consultancy (Analyze . Eliminate . Maximize): Service Brochure



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"Your Partner in Operational Excellence & Continuous Improvement"



We help you run your business operations smoothly without process defects or inefficiencies, so you can focus on growing your business instead of worrying about operational bottlenecks.

Version: 2.0

"Your Partner in Operational Excellence & Continuous Improvement"

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Our Service

At AEM Consultancy (Analyze . Eliminate . Maximize), we specialize in helping businesses build strong, standardized, and scalable operations through the principles of Operational Excellence and Continuous Improvement (CI). Our consulting methodology ensures measurable outcomes, efficient processes, and sustainable growth, all delivered through a structured and transparent engagement model.

Our Engagement Process

At AEM Consultancy (Analyze . Eliminate . Maximize), every engagement begins with clarity, structure, and professionalism. We follow a defined onboarding and execution framework to ensure consistency, transparency, and client confidence throughout the journey.

Step 1: Onboarding & Documentation

Before project initiation, we complete the following:

- Engagement Letter & Terms of Service
- Contract Agreement & MNDA (Mutual Non-Disclosure Agreement)
- Project Charter & Scope Confirmation
- 100% Advance Payment (Project commences post-payment confirmation)

Step 2: Project Kick-Off

Once documentation and payment are complete, the engagement officially begins. Each project follows our proprietary 5-Phase Consulting Framework, designed to deliver measurable results within 6 weeks, operating 5 days per week (Monday to Friday). **T&C Apply.**

Our 5-Phase Consulting Framework

Phase 1: Data Collection

Objective: Establish a factual baseline of your current operations.

What We Do:

- Collect operational, financial, and process data
 - Conduct on-site and virtual observations, interviews with internal and external customers
 - Map current workflows and performance metrics
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Phase 2: Root Cause Analysis (RCA) & Diagnosis

Objective: Identify the exact operational issues hindering your business.

What We Do: Deep dive into your business operations, analyze processes, systems, and workflows, identify gaps, inefficiencies, and bottlenecks, and deliver a comprehensive diagnostic report highlighting the root causes.

Phase 3: Solution Design & Benchmarking

Objective: Provide actionable solutions and industry benchmarks for operational excellence.

What We Do: Benchmark your processes against market and competitor best practices, design tailored solutions to address identified gaps, develop detailed Standard Operating Procedures (SOPs) to guide implementation, and answer all operational questions to ensure smooth adoption of solutions.

Phase 4: Implementation & Process Improvement

Objective: Execute the solutions, track results, and hand off sustainable processes.

What We Do: Implement the recommended solutions, monitor process performance and track improvements, and deliver SOPs to ensure continuity of operations.

Phase 5: Monitoring & Auditing

Objective: Sustain performance and ensure long-term success.

What We Do:

- Provide 12 months of complimentary post-project monitoring (on-site or virtual, once per month)
- Conduct performance audits, identify deviations, and provide corrective actions
- Help maintain operational excellence beyond the consulting phase

Note: T&C Apply for all phases

Project Timeline (Phase 1-5)

Note: The project duration is indicative and varies based on operational complexity, data availability, client responsiveness, and scope of work. The project timeline formally begins only after contract execution, scope confirmation, and receipt of 100% advance payment.

Typical Engagement Duration

- **Simple / Single-Unit Operations:** 4–6 weeks
- **Mid-Sized / Multi-Process Operations:** 6–10 weeks
- **Complex / Multi-Location Operations:** 10–16 weeks

Phase	Estimated Duration	Phase / Milestone	Key Activities	Key Deliverables
Phase 1	1–2 weeks	Data Collection & Baseline Assessment	Project kick-off, stakeholder interviews, process walkthroughs, collection of operational and financial data, baseline performance measurement	Project Charter, Data Collection Sheets, Current State Process Maps, Initial Observations
Phase 2	1–2 weeks	Root Cause Analysis & Diagnosis	Data analysis, identification of bottlenecks and inefficiencies, RCA tools (Lean Six Sigma, Takt Time, FMEA, DOE where applicable), gap identification	Diagnostic Report, RCA Summary, Gap Analysis Document

Phase	Estimated Duration	Phase / Milestone	Key Activities	Key Deliverables
Phase 3	2–4 weeks	Solution Design & Benchmarking	Solution modelling, industry benchmarking, SOP development, workflow redesign, validation workshops with stakeholders	Solution Design Report, Benchmarking Insights, SOP Framework, Implementation Roadmap
Phase 4	2–4 weeks	Implementation & Process Improvement	On-site/virtual implementation support, SOP rollout, staff training, performance tracking setup, issue resolution	Implementation Report, Training Completion Records, Updated SOPs, Performance Dashboards
Phase 5	1 week (project close)	Handover & Stabilization	Final audit, performance review, documentation handover, stabilization recommendations	Final Project Report, SOP Pack, Control & Monitoring Plan
Post-Project	Up to 12 months	Monitoring & Auditing	Monthly virtual/on-site audits, performance evaluation, deviation analysis, corrective action guidance	Monthly Audit Reports, Performance Scorecards, Improvement Recommendations

Important Clarifications

- Phase durations may **overlap or run in parallel** depending on project needs.
- Delays caused by **data unavailability or client-side dependencies** may extend timelines without fee reduction.
- Monitoring & auditing support is provided **only for projects executed end-to-end by AEM Consultancy (Analyze . Eliminate . Maximize)**.

Your Investment, Your Return: 5 Ways to Maximize ROI

Your one-time investment with AEM Consultancy (Analyze . Eliminate . Maximize) provides a foundation for continuous returns. The value you gain far exceeds the cost, with ROI realized in these five key areas:

ROI - 1	Increased Customer Satisfaction	A well-trained and professional team leads to delighted customers who become frequent and loyal advocates, driving repeat business and referrals.
ROI - 2	Higher Employee Engagement	When employees are well-trained, respected, and have clearly defined roles and responsibilities, they perform better, leading to improved customer service and increased productivity.
ROI - 3	Reduced Operational Costs	A streamlined system minimizes defects and inefficiencies, saving your business from costly rework and wasted resources.
ROI - 4	Optimized Resource Utilization	Instead of spending on unnecessary new resources, a robust system with strong Standard Operating Procedures (SOPs) ensures you're making the most of what you already have.
ROI - 5	Improved Product and Service Value	Operational excellence elevates the quality and reputation of your brand. A reputable, systematic approach allows you to command higher prices for your products or services, boosting your profit margins.

Why Choose Us?

"We don't just consult. We transform operations, stabilize businesses, and create sustainable growth paths."

- **Holistic Approach:** We apply a proven framework that covers every stage from root cause to sustainable improvement.
- **Measurable Impact:** Our solutions are designed to deliver tangible improvements in efficiency, quality, and profitability.
- **Tailored Solutions:** We customize our approach to fit your unique business challenges, ensuring maximum value and relevance.
- **Commitment to Excellence:** Our mission is to partner with you and instill a culture of continuous improvement within your organization.

Some of Our Success Stories

Precision Electronics: Eliminating Costly Solder Defects

Challenge: Rework and scrap rate increased from **0.8% to 2.5%**, causing production delays and additional costs of **₹96 lakhs annually**.

Solution: AEM identified the root cause, implemented corrective actions, and reduced rework back to **below 0.8%**.

Impact:

- **100% elimination of ₹96 lakhs annual scrap/rework costs**
- **+2% production speed**, adding to top-line revenue
- **Total benefit: ₹3.96 crores annually (2.64% of revenue)**

Aerospace R&D: Recovering from Hazmat Logistics Failure

Challenge: Supplier delays and packaging issues led to shipments getting stuck at customs, causing **zero/low production**, delayed delivery, and client dissatisfaction. Annual loss reached **£62,000**.

Solution: Through **root cause analysis** and **poka-yoke (mistake proofing)**, AEM ensured on-time supply, customs clearance, and uninterrupted production.

Impact:

- **Saved £62,000 annually**
- Achieved **on-time production & delivery**
- Increased client satisfaction → **4% more orders**

Hospitality Chain: Boosting Branch Performance with Local Insight

Challenge: Though generating **£20M+ annually post-COVID**, the company noticed performance gaps across branches. Two branches were **6% underperforming**.

Solution: AEM analyzed performance gaps, identified root causes, and implemented operational improvements across the branches.

Impact:

- Underperforming branches recovered within **2 months**
- Added **+2% performance improvement** across the chain

- Similar strategies are now applied across all branches → **sustainable long-term revenue growth**

Retail Chain: Optimization Inventory & Reducing Waste

Challenge: Poor **inventory-to-sales ratio** caused **₹14M annual losses** and a **23% drop in sales-to-inventory ratio**.

Solution: AEM streamlined resources, optimized inventory, and implemented performance improvement strategies.

Impact:

- **₹14M savings (100% loss recovery)**
- **18% revenue growth**, reversing the earlier 23% decline

Diagnostic Center - Operation Excellence - Building a Defect-Free, Scalable System

Challenge: A decline in monthly case counts led to an annual revenue loss of **₹60 lakhs**.

Solution: AEM identified underlying issues, provided corrective strategies, and recovered lost patient volume.

Impact:

- **₹60 lakhs loss fully recovered**
- **+1.2% annual revenue growth**

Next Steps

- **Book Your Free 30-Min Consultation** – Let's discuss your challenges and goals.
- **Schedule a Discovery Call** – Understand how AEM's structured approach can fit your business needs.

For detailed proposals and formal engagement, a contract agreement will be provided after the formal confirmation.