

# Inspiring Your Team

to Continuous Growth and  
Sustainable Excellence.



## Countries We Operate In:



Cambodia



Vietnam



India



Indonesia



Bangladesh



Thailand



Established with a mission to help organizations in South and Southeast Asia attain sustained excellence, True North Lean has successfully established itself across the region with a dedicated client base and consultants strategically positioned in key countries such as Vietnam, Cambodia, Thailand, Indonesia, India, Bangladesh and more planned for the future.

True North Lean is recognized for the in-depth expertise and hands-on experience its consultants bring in organizational transformation. Catering to diverse industries including Consumer Goods, Aerospace, Automotive, Apparel, Construction, Retail, and Financial Institutions, the firm offers tailored solutions to enhance operational efficiency and drive sustainable improvements.

With a commitment to excellence and innovation, True North Lean continues to be a trusted partner for businesses seeking to achieve operational excellence and competitive advantage in their respective markets.

At True North Lean, we are more than just consultants; we are your steadfast partners in the transformative journey towards organizational excellence. With a bedrock belief in the Lean mindset, we are committed to guiding organizations through the intricacies of Lean principles to achieve not just operational efficiency, but a holistic cultural shift that anchors on continuous improvement and value creation.

Our dedication goes beyond the conventional application of Lean tools and techniques. We embrace Lean as a profound philosophy that underpins everything we do — from the way we engage with our clients to how we innovate solutions tailored to their unique landscapes. Our approach is holistic, ensuring that lean principles are intricately woven into the fabric of your organization's culture, driving sustained excellence and transformative change.



Excellence is never an accident. It is always the result of high intention, sincere effort, and intelligent execution; it represents the wise choice of many alternatives - choice, not chance, determines your destiny.

- Aristotle



## Vijay Allaham

Vijay Allaham is the Founder and Managing Director of True North Lean. With over two decades of experience as an organizational transformation consultant, Vijay is a seasoned practitioner of Kaizen/Lean methodologies. He has successfully assisted clients from diverse industries in achieving significant business growth, improved quality, cost, and delivery (QCD), and cultivating a culture of continuous improvement and sustained excellence.

Vijay's extensive global expertise encompasses regions such as the US, Indian subcontinent, Africa, Southeast Asia and Europe. He has collaborated with clients in various sectors, including automotive, electronics, FMCG, consumer durables, precision manufacturing, banking and financial services, healthcare, pharmaceuticals, hospitality, apparel among others..

Throughout his career Vijay has held significant leadership positions, notably as the Director at Kaizen Institute South Asia, Partner at Kaizen Institute West Africa, and Six Sigma Black Belt at TRW Automotive. Currently based in Siem Reap, Cambodia, he is known for his unwavering dedication, profound expertise, and boundless enthusiasm in the field. In addition to his professional achievements, Vijay is an avid reader and long-distance runner, constantly pushing himself to excel in all aspects.





## Vision

To be the preeminent partner in organizational transformation, distinguished for cultivating world-class talent and fostering enduring partnerships.

## Our Approach

True North Lean is founded on the principle of finding and following your True North, a guiding beacon that leads to excellence. Our team is a collective of passionate Lean practitioners, each bringing a wealth of hands-on experience from various industries. This diversity in our expertise allows us to offer a broad perspective and innovative solutions to the challenges faced by our clients.

We pride ourselves on our commitment to continuous learning and improvement, both internally within our team and in partnership with our clients. We understand that each organization's journey is unique, and we dedicate ourselves to understanding your specific needs, challenges, and aspirations.



## Mission

To empower organizations to realize exceptional business outcomes by nurturing a culture of continuous improvement, sustained excellence, innovation, and transformative change.

## Services

**Lean Transformation:** We partner with you to implement a comprehensive lean transformation strategy that goes beyond surface-level changes, aiming for a deep-rooted cultural shift within your organization with stellar results in business outcomes.

**Lean Assessments:** We help you assess the current level of Lean Maturity of your organization and help you develop a customized roadmap for attaining your improvement targets.

**In-House and Public Training Programs:** True North Academy, our learning and developing arm, offers a range of educational programs, from introductory Lean workshops to advanced training sessions all tailored to empower your team with the knowledge and skills to drive Lean initiatives.



**Expertise:** Our consultants bring extensive experience and a proven track record of success in lean transformation across multiple industries.

**Customized Solutions:** We understand that one size does not fit all. Our approach is to tailor our services to meet your unique organizational needs and goals.

**Partnership:** We believe in building lasting relationships with our clients, working alongside your team every step of the way to ensure sustainable success.

**Results-Driven:** At True North Lean, our focus is on delivering measurable outcomes that translate into real-world value for your organization and your customers.

## How do we help organizations with Lean Transformation?

### I People

**Involvement & Engagement in Daily Problem-Solving — Daily Kaizen & Kaizen Teian:** Daily Kaizen promotes continuous, incremental improvements by involving all employees. Kaizen Teian encourages workers to propose practical, small improvements, fostering a proactive problem-solving culture.

**Ownership of Gemba — 5S & Autonomous Maintenance:** Gemba, the actual workplace, is managed by those who work there. 5S (Sort, Set in order, Shine, Standardize, Sustain) and Autonomous Maintenance empower workers to maintain and improve their workspace, promoting ownership and accountability.

**Working Towards Common Objectives — KPI Cascade & Daily Work Management:** KPI Cascade breaks down key performance indicators to individual levels, aligning

everyone's efforts. Daily Work Management ensures day-to-day activities are structured and contribute towards achieving these common objectives.

**Improvement Culture — Respect for People, Continuous Improvement (challenging the status quo), Continual People Development:** An improvement culture values each employee, encourages challenging the status quo for better methods, and commits to ongoing development, fostering an environment where continuous improvement is the norm.

**Rapid Up-skilling — Training Within Industry (TWI):** TWI is a structured program designed to quickly enhance workers' skills through hands-on learning and standardized work practices, significantly improving productivity and work quality.





## I Process

06

**Available —** Total Productive Maintenance (TPM): TPM emphasizes proactive and preventive maintenance to ensure machines and equipment are always available and reliable. It involves everyone in the organization to reduce downtime and increase productivity.

**Repeatable —** Standard Work: Standard Work establishes consistent and repeatable processes to ensure every task is performed efficiently and effectively. It serves as a foundation for continuous improvement and ensures stability in operations.

**Ensures Right-First-Time Quality —** Total Quality Management (TQM): TQM focuses on quality in all aspects of the organization, aiming for zero defects. It involves continuous quality improvement processes and employee involvement to ensure products are right the first time.

**With Minimal Variation —** Six Sigma: Six Sigma aims to reduce variation in processes through a data-driven approach and methodology. It enhances process performance, leading to higher quality products and services with fewer defects.

**Short Lead Times, Resource Efficient & High Inventory Turns, OTIF Delivery —** Total Flow Management (TFM): TFM seeks to optimize the entire production flow, reducing lead times and improving resource efficiency. It focuses on streamlining processes for faster delivery times and better responsiveness to customer demand.

**With Low Carbon Footprint —** Lean Sustainability: Lean Sustainability integrates environmental sustainability into lean practices. It focuses on reducing waste not just in terms of materials and time, but also in energy usage and emissions, aiming for eco-friendly operations.



## From Assessment to Support, We Help You Achieve Lean Excellence

### I **Navigate Change:** Mastering Business Adaptability

In an era marked by swift and relentless shifts in the business landscape, the ability to adeptly adapt is not just an asset but a necessity for enduring success. At True North Lean, our mission is to guide your organization through the complexities of change, equipping you with the agility to not just survive but thrive under any market circumstances. Our adept team of consultants is poised to work in tandem with you, identifying pivotal areas for advancement and crafting strategies that instill a culture rich in innovation and flexibility.

## I Systems

07

**Leadership Commitment —** Leadership Commitment — Steering Committee: A dedicated group of leaders guiding the organization's direction, ensuring resources and support for initiatives, and demonstrating a strong commitment to continuous improvement and strategic objectives.

**Obeya & Mission Control:** A centralized space or room that facilitates real-time strategy, project management, and problem-solving by displaying critical information, thus enabling effective decision-making and alignment across teams.

**Gemba Walks:** Leaders and managers go to the actual place where work is done ('Gemba') to observe processes, engage with employees, identify improvement opportunities, and understand front-line challenges firsthand.

**Leader Standard Work:** A set of routine practices and behaviors for leaders that ensure consistent involvement with and support for the team's operational processes, reinforcing a culture of continuous improvement and accountability.

**Internal CI Expertise:** Developing and nurturing continuous improvement skills within the organization through training and practice, enabling employees to identify inefficiencies and innovate solutions, fostering a self-sustaining culture of improvement.

**Rewards & Recognition:** Systems and practices that acknowledge and reward individuals and teams for their contributions to process improvements, innovation, and achieving operational excellence, thereby motivating ongoing engagement and performance.

**Lean Performance Management & Lean Metrics:** Implementing performance management systems and metrics focused on lean principles, such as waste reduction and value creation, to evaluate and enhance organizational efficiency and effectiveness.

**Lean Project Management:** Applying lean principles to project management processes to minimize waste, maximize value, and achieve more efficient and effective project outcomes, with a focus on delivering customer value.

### I **Cultivate Improvement:** Enduring Excellence through Continuous Advancement

At the core of lean philosophy lies a relentless quest for perpetual enhancement. Our distinguished team of lean specialists is dedicated to assisting your organization in rooting out inefficiencies, refining your processes, and heightening operational effectiveness, thereby bolstering the value delivered to your customers. By embracing established best practices and time-tested methodologies, we are committed to steering your organization towards sustained growth and increased profitability.

### I **Revolutionize Your Business:** Unleashing Organizational Capabilities

Embarking on a lean transformation transcends conventional process improvements—it's about fostering an environment where continuous learning, innovation, and development are ingrained in the organizational fabric. Our holistic strategy for lean transformation ensures your organization moves in unison towards common objectives. With our bespoke training programs, expert coaching, and continuous support, we are dedicated to empowering your team to spearhead transformative change and achieve unparalleled results.

## Planning/ Assessment/Value Stream Analysis

- **Operational Excellence and Continuous Improvement Assessment:** We meticulously evaluate the Gemba (the real place where value is created) and gather direct insights from clients to comprehend the existing operational landscape.
- **Voice of Customer Analysis:** By prioritizing the Voice of the Customer, we gain a deep understanding of their needs and expectations, ensuring our improvement strategies are customer-centric and aligned with market demands.
- **Opportunity Identification and Roadmap Development:** Leveraging our Lean expertise, we pinpoint areas for enhancement and design a tailored implementation roadmap, focusing on efficiency, waste reduction, and process optimization.
- **Business Case Formulation for Change:** We articulate a compelling business case for the proposed changes, quantifying the benefits and ROI to secure stakeholder buy-in and ensure a clear path for transformation.

## Hands-on Implementation Workshops

- **As per planned roadmap:** This is the initial phase of a project where the team follows a predefined plan. It involves executing tasks outlined in the roadmap, aiming for specific, short-term objectives.
- **Focused Improvement Workshops:** These workshops concentrate on specific areas needing enhancement. Participants collaboratively identify issues, devise solutions, and plan for implementation, aiming to boost efficiency and effectiveness.
- **Implementation of 9 step PDCA approach:** This involves applying a nine-step version of the Plan-Do-Check-Act (PDCA) cycle. It's a systematic process of planning, executing, evaluating, and adjusting to achieve continuous improvement in processes or products.
- **Value review by consultant and client leadership team:** In this step, a consultant alongside the client's leadership conducts an assessment to evaluate the effectiveness and value of the implemented strategies or solutions, ensuring alignment with objectives and expectations.

## Preparing for implementation

- **Prepare Corporate & Unit Level Governance Infrastructure:** Establish governance frameworks at both corporate and unit levels to ensure strategic alignment, operational efficiency, and compliance. This involves defining roles, responsibilities, and processes for decision-making and oversight.
- **Form & Train Natural Teams in Pilot Areas, Identify KPIs & Setup Team Boards:** Create cross-functional teams in select pilot areas to foster collaboration and ownership. Define Key Performance Indicators (KPIs) for monitoring progress and establish visual team boards for transparency and accountability.
- **Form & Train Project Teams & Initiate Breakthrough Projects:** Assemble and develop specialized project teams dedicated to implementing high-impact initiatives. These breakthrough projects aim to achieve significant improvements in performance, innovation, or customer satisfaction, driving the organization towards its strategic objectives.

# Empowering organizations towards their true north of excellence and continual improvement.

True North Lean is committed to empowering organizations to realize their fullest potential. With a comprehensive portfolio of services, including lean assessments, training programs, coaching, and ongoing support, we facilitate transformative changes within both operations and culture.

Our cutting-edge solutions have been strategically designed to foster continuous improvement and long-term success. By partnering with True North Lean, you can rely on a collaborative and bespoke approach that caters to your organization's unique requirements. Our unwavering commitment is to enhance your processes, boost productivity, and drive down costs.

With a total combined experience of more than 200 years, we bring expertise and practical knowledge to guide your organization towards excellence and continuous improvement. As your trusted advisor and catalyst for positive change, we are committed to helping you reach your true north - a state of excellence and perpetual enhancement.

## Transforming Organizations with True North Lean: Our Success Stories

1. True North Lean drastically elevated client productivity by more than 100% while utilizing fewer resources, showcasing exceptional efficiency improvements in operations.
2. The firm significantly enhanced the right-first-time quality rate for its clients by over 75%, ensuring higher standards and reduced rework costs.
3. By tripling inventory turnover rates, True North Lean helped clients liberate valuable working capital and space, thereby improving their cash flow and operational efficiency.
4. True North Lean's emphasis on safety resulted in maintaining a record of zero accidents, fostering a secure and healthy workplace environment for its clients.
5. The organization achieved a remarkable 60% reduction in lead times, enabling clients to meet customer demands more swiftly and effectively.
6. These strategic improvements collectively contributed to heightened profitability, better cash flow management, increased customer satisfaction, and more engaged workforce for True North Lean's clients.
7. True North Lean successfully lowered the scrap rate from 12% to under 1% for its clients, drastically minimizing waste and enhancing production efficiency.



# Experienced Experts, Continuous Improvement, and Tangible Results

You get to work with a team of experts who have over Seven decades of experience in lean transformation and Kaizen methodologies. They can help you identify and implement the best practices and proven solutions for your organization's specific needs and challenges.

You get to create a culture of continuous improvement and innovation in your organization. You can learn how to apply the concept of True North as a guide to direct your organization towards the ideal state of lean manufacturing. You can also empower your teams to drive change and achieve breakthrough results.

You get to achieve significant improvements in productivity, quality, safety, lead time, profitability, and customer satisfaction. You can see the tangible benefits of lean transformation in terms of reduced waste, improved efficiency, enhanced performance, and increased value for your customers and stakeholders.

# Our Team.



**Surya Narayan**

Director,  
Marketing.



**Zillur Rahman**

Country Head,  
Bangladesh



**Kyaw Min Han**

Head of Research and  
Innovation, Country  
Head, Myanmar



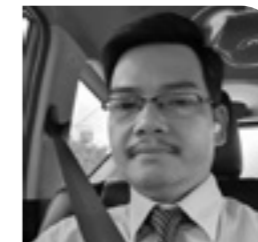
**Pisith Chooyong**

Country Head,  
Thailand



**Karthikeyan  
Varadarajan**

Director,  
Apparel



**Chinh Nguyễn Đức**

Country Head,  
Vietnam



**Neha**

IT Support



**Rethiya Khan**

Director, True North  
Lean Academy



**Vineet**

Senior Consultant

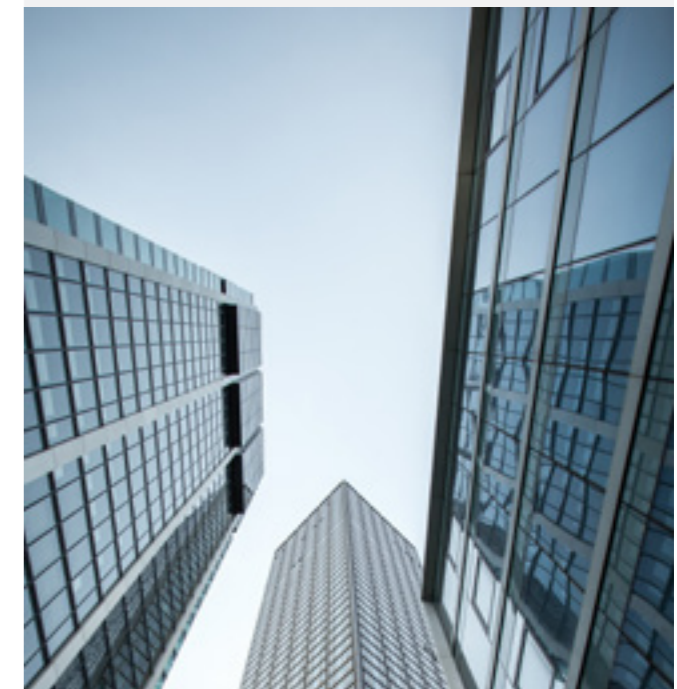


**Vikram Walia**

Director, Apparel &  
Footwear



Continual improvement is not a choice, but a necessity for organizations that want to stay ahead of the curve. It is the DNA that defines their culture, values and vision. It is the key that unlocks their potential, performance and profitability.



## Customer Review



**Mr. Devin Barta,**

Director,  
AHF Products, Cambodia



Excellent service and support as we begin our Lean journey.

True North Lean has all the knowledge and expertise to help drive change and develop the culture for continuous improvement from the bottom up.



At True North Lean, we go beyond presentations; we roll up our sleeves and work alongside your team on the ground, ensuring a hands-on approach to drive real change, continuous improvement, and lasting success for your organization.

## **| Contact Us.**

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