

Josh Oxley

Owner and CEO

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Project Summary: Lean East was recommended to support company growth and process improvement. We worked with the team to map out processes and improve the customer contact, sales proposal, project planning, and product installation system. The company has leveraged these improvements into significant growth in employees and revenue. Lean East has helped with system improvement based on market changes, strategic planning using the PERFORMANCE™ process, work in expanded markets, and readiness for expansion in 2024.

Project Timeline: 12/2021 to Present

Client Testimonial: "Lean East was recommended to me by another business owner to help me get my life back. Steve and the team have provided process improvement, help with automations and improvements to our CRM and proposal system, leadership training, and, most recently, strategic planning support. Our company has grown significantly while I have reduced my involvement in the day-to-day processes. Steve is now helping me establish a leadership team, meeting rhythms, and metrics for setting clear employee expectations. It is an exciting time for the business and Lean East has helped us get here."

Christopher Casey

President

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Project Summary: Lean East provided strategic planning support to the leadership team at Monroe Infrared and then supported a two-day off-site retreat for the entire organization. The strategic planning session followed the steps in the Lean East PERFORMANCE™ process and also taught core concepts of operating systems, process improvement, effective communications, and change management. The teams identified their team and overall corporate goals for the new year and created a blueprint for a successful year! We are planning to support another retreat for 2024!

Project Timeline: 11/2022 to 1/2023

Client Testimonial: "Monroe Infrared selected Lean East to train our team and we are very happy we did. Steve Musica has a wealth of business process improvement knowledge and a comfortable style of presenting, engaging and supporting students. The 2 days spent were powerful for our team, half of which is new in the last 2 years. Taking time to learn how to better understand what, why, when and how to focus will be immensely beneficial for our team as well as for our vendor partners and clients. I highly recommend every organization consider Lean East to help improve all aspects of their business processes."