

## CONCLUSIONS & RECOMMENDATIONS

The principal goal of this dissertation was to understand how process standardization of best practices can support the business expansion of a global fastener company. As we see in the previous part, process standardization will permit to ensure predictability and repeatability of AUGE's activities. Thanks to the Lean Office Management, using standard process compliant with International norms and certification of the Fastener Industry, value stream mapping, and continuous improvement, AUGE will constantly gain effectiveness, productivity, credibility and quality.

We also understood that waste elimination is a never-ending action; Team should continuously look for improvement and ensure that they use the better ideas and tools. The day-to-day Lean Office Management should always be in people's mind in order to bring added value in every part of sales process. Besides, relationship between managers and employees is a key part of improvement implementation. A clear vision, a good strategy, a strong teamwork, an established communication flow, a dose of creativity, adequate and tactic decisions, defined roles and objectives and a reliable leader will permit to implement a perfect maintenance strategy to satisfy GST clients and so, increase its international sales force.

Fastener Industry is a very specific industry; it is very important to fully grasp the meaning of each term. I realized that it is not enough to do a good job on its day-to-day work, but, and especially in a manufacturing and distribution company, it is more important to follow team objectives and vision, being aware of any change. Each department is connected, so team has to work together with commitment and leadership; hence the importance of a Chief Executive Officer. Finally, my internship in AUGE Global Sales Team was extremely relevant and rewarding. I really liked to provide this useful mission and to feel part of the team. I learnt to work with Mexican and American people at the same time, and to give the best of myself, looking for continuous improvement and perseverance.