## Lean or Efficiency Management

**Lean is about challenging the way things are done in our business and opening our eyes to the waste and inefficiency that is all around us – from a lack of consistency and poor organisation in the workplace, to identifying minimum job requirements, flexible skills and workforce planning.**

The environment in which an organisation operates will continue to change – particularly when organisations need to deliver more with less resources; Lean can effectively help the organisation to meet the associated challenges.

We work with your managers and teams through discussion and analysis activities, helping them to understand where waste and inefficiencies lie. Then we work with the staff, exploring and demonstrating strategies to implement Lean processes, helping drive up your productivity and improve your services.

*Please see below a sample of the support that we have provided our clients:*

**Efficient Processing** is linked to Consistency of Approach below, providing the opportunity to streamline the way the business carries out tasks within, so it becomes easier to carry them out to a consistent standard every time. This support helps colleagues to create a visual map of current processes – so that they can document 'how things are actually done' as distinct from how you think everyone does them. This enables colleagues to take collective decisions and design a more efficient way of working.

The steps provide a framework to enable businesses to understand the concept of 'flow' and 'waste', and to use tools such as process mapping and fishbone diagrams in a simple, meaningful way.

**Consistency of Approach** involves the systematic analysis of what causes the variation in approach within the organisation – be this overall, or within a department or team. It looks at reducing the variation in current internal and external systems and processes, as reducing variation is key to improving efficiency.

Consistency of Approach examines all the factors that influence the variation in approach, to help colleagues identify a road map to address the inconsistencies. The approach helps colleagues to unpick problem areas, and introduce consistency, bringing order and effective compliance into the business.

**Workforce Planning** is a central component of any organisation's success – making sure the business has the right people in the right place at the right time – all year round. Workforce Planning is not about adjusting rotas or opening hours; it is the process of planning staff availability over the month and over a year, consequently reducing the everyday 'firefighting' that goes on with staff availability.

Workforce Planning ensures there is a much greater understanding of staff planning from managers, depersonalises the process and reduces staff resentment from efforts made to ensure staff are available when needed.

**Workplace Organisation** ensures that your workplace complements, and doesn't hinder your work and supports your efforts to deliver a great service. Work areas tend to develop over time. Equipment and paperwork can accumulate over time and can be stored away 'just in case'. Sometimes things can become so cluttered that they can become a health and safety risk too. Often work areas become so disorganised, they result in wasted time and effort searching for things – time which could be better spent doing things which actually matter.

Workplace Organisation therefore helps colleagues to look at the physical layout and organisation of the workplace so that internal processes are as efficient as they can be, so that colleagues are not wasting time and effort searching for things such as equipment or forms. Using simple techniques, Workplace Organisation transforms different areas within the business - Reception, office areas, storage areas, etc.

**Minimum Job Requirements** involves the implementation of visual systems working with the business's manager/s, team leaders, supervisors and team members to help identify working areas and set expectations to reduce completion time of tasks.

This support considers the key tasks/jobs to be done, and ways of monitoring achievement in a visual manner using T-board systems. In addition, it provides the opportunity to carry out a Skills or Competency Survey of individual teams, looking at the versatility or adaptability of the team, and then to identify team or individual training needs and the construction of a Staff / Team Development Plan.