

TOUCHPOINT CHANGE!



Applying Lean Principles To Improve Quality And Cost

Lean Thinking is becoming more widely adopted - across every industry in the private sector, and increasingly in the public sector too. It is a powerful method for transforming the performance of organisations and instilling a customer-focused culture.

The benefits of a Lean operation are wide ranging and can start to make a difference very quickly. However, a sustained Lean transformation will require profound changes in the way an organisation is managed and so a phased implementation may be wise as the management team explores the implications and the benefits, which include:

- A clearer focus on the organisation's purpose and delivery of its vision
- Higher quality, faster service and a keener customer focus
- More variety, new innovations and a creative approach to new services
- Higher productivity, lower costs, reduced space requirements and less work in progress
- Better customer satisfaction and higher employee morale and commitment

These facets will all look different for every organisation and will need to be prioritised accordingly, but you can expect a well run Lean programme to deliver all of these simultaneously - and to a significant level over time.

The simple but profound principles that encapsulate Lean Transformation (as inspired by Deming and described by Jones & Womack in their seminal book *Lean Thinking*) are:

<p>Improving Customer Value</p> <p>The starting point for any organisation - what do customers value most, how would they like it delivered and how can it be improved again and again?</p>	<p>Streamlining Value Streams/ Processes</p> <p>Eliminating every activity and cost that does not directly deliver to customers - termed <i>waste</i>. Simplifying and fool-proofing processes to ensure quality.</p>
<p>Establishing a Smooth Flow Of Work</p> <p>Aligning all steps in the process, and every teams' contribution, to avoid backlogs, bottlenecks and all the attendant inefficiencies.</p>	<p>Responding Better to Customer Demand</p> <p>Synchronising the delivery of service or production of goods with end customer demand to reduce work in progress and working capital and to improve delivery.</p>
<p style="text-align: center;">Systematically and Continuously Improving</p> <p>Lean Thinking demands a consistent and ambitious programme of improvement of service/product, business process, skills and costs. Everyone in the organisation (and the whole supply chain) should be involved and the results should be dramatic.</p>	

We can move quickly to help resource your projects - contact us now to get started.

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... helping your people transform your business ...
... delivering the benefits of change ...