



# Continuous Improvement Authority

## Client Case Study

### Client

One of the largest local authorities in Europe with a population of over 1m and a city council budget well in excess of £3bn.

### Challenge

The authority had a number of areas needing radical improvement both in terms of service quality and process efficiency. However, they had no structural Continuous Improvement (C.I.) methodology for delivering sustainable efficiencies and improving levels of customer service.

There was a clear requirement for the development of a C.I. culture through the engagement and up-skilling of staff leading to the establishment of a focused internal C.I. Team comprising a number of 'certified lean practitioners'.

### Approach

Devise and deploy a three month training and support programme to deliver immediate quantifiable and sustainable results whilst internalising C.I. capability.

Facilitate focused senior stakeholder planning sessions to define, develop and frame the training / support programme.

Facilitate Lean overview and programme definition workshops for senior team project 'sponsors' and 'champions'.

Devise C.I. methodology and transfer knowledge in order to build the capability of the 'Lean Team'.

Provide live 'in project' one to one and group coaching support for the 'Lean Team' to support the delivery of 10 cross functional lean projects and aid future self-sufficiency.

### Outcome

Embedded C.I. within the authority's culture.

Actively supported the delivery of **10** training projects which achieved immediate efficiencies and a **35** times return on investment within **3** months.

Lean expertise internalised through effective knowledge transfer.

A robust strategy deployed in order to continue to build C.I. capability.

Further complex cross functional projects identified which will deliver further significant efficiencies.

"What we have put into practice following C.I. implementation is making things a lot easier to manage. We can now focus more time on delivering a better, more cost effective service."

H.R. Partner