



# Lean Systems Diagnostic

A low cost opportunity designed to identify potential improvements and savings

All service organisations are facing a tough financial outlook for the next few years. Delivering better for less in the current climate requires difficult decisions to be made. Many service organisations have already achieved significant savings. Identifying where additional financial savings can be made without affecting service delivery is now an even greater challenge.

Applying Lean Systems Thinking to key services can meet this challenge and achieve cost savings with improved service delivery. But not surprisingly managers need evidence of what more Lean Systems Thinking can do for them. To provide this evidence we have developed a 'Lean Systems Diagnostic' which provides a rapid insight into what more can be achieved.

## How Does it Work?

We conduct an initial assessment of the current state of a service area. We assess the potential benefits (quality, cost and time) and the improvements you would gain from applying Lean System Thinking techniques to the service. We also examine the management culture and its impact on developing a Lean Systems Thinking approach.

The outputs will provide an insight into your actual performance and the scope for immediate savings. In addition you will receive an initial roadmap, best-practice analysis and an assessment of your organisation's skills and capabilities to deliver the potential improvements identified.

## What Happens?

We will initially meet with you to understand the issues and what you seek to achieve. We will identify with you the data necessary to assess levels of performance, including primary research on the users of your service. This is followed by two days on site which may include structured interviews, group working and initial process mapping.

We will analyse current performance, cycle times, customer demand (including avoidable contact) and resource capacity for service delivery. This will include an assessment of financial and operational benefits that the application of Lean Systems Thinking could deliver.

## Then What?

We present the results to your management team through a half day workshop. This will include:

- Initial analysis of data demonstrating scope for improvements.
- An assessment of the effectiveness of current service and its impact on performance.
- Analysis of staff and other resource utilisation.
- Potential financial and operational benefits.
- An initial prioritised implementation plan.
- An evaluation of the culture and behavioural issues that will need to be addressed to support a Lean Systems Thinking approach in the organisation

Based on our previous Lean thinking work we are confident that you can achieve double-digit savings and return on investment. This diagnostic project can normally be delivered for a fixed price of £5k + expenses + VAT.

## To Find Out More

Please contact us at [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk) or visit our website at [www.tealconsulting.co.uk](http://www.tealconsulting.co.uk).

## CONTACT US

Surrey Office: +44 (0) 1483 420550

Leeds Office +44 (0) 113 2940375

E-mail: [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk)

Website: [www.tealconsulting.co.uk](http://www.tealconsulting.co.uk)

