

Lean leads the way to develop a culture of continuous improvement to achieve remarkable results - \$200,000+ in one process alone



Problem statement:

A regional Local Government participated in the Lean Practitioner training program. Participants learn and then apply their new skills to deliver an improvement outcome during the training program. The approval process for activity requiring the CEO's signature is taking too long to complete, consumes a significant amount of resources and the processing lead time is excessive. The Shire wanted to determine if Lean Thinking for Government is an appropriate business improvement methodology to deploy across the organisation. At the end of the practical and hands-on training, the results speak for themselves. Over \$200,000 will soon be saved every year through the Lean Practitioner program.

Goal Statement:

Reduce the labour effort to attain the CEO's signature for relevant activity. Reduce the processing lead time to attain required approvals. Reduce process handling errors.

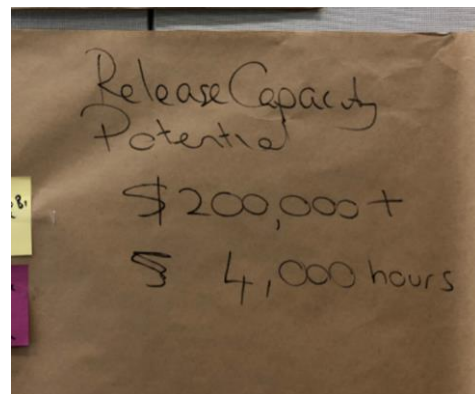
Methodology:

- Train a small group in Lean Thinking process improvement
- Improve the CEO signature approval process during the training.
- Train the project team to see wasted time and effort.
- Map the process, the document, information and communication workflows.
- Redesign the process to be easier and faster to use.
- Developed an Implementation plan to achieved sustained improvement.
- Build internal capability in Lean Thinking methods.



Outcome:

- Identified over \$200,000 in labour time which can be released to reinvest elsewhere.
- Reduced processing lead time.
- Improved user experience.
- Made the process and tracking of the process visible.
- Simplified the way staff work.
- Eliminated non value adding activity.
- Decisions are made easier and quicker.
- Involve only the required staff.



"We send the document to a team to approve that should not even receive it"

Engage staff to improve the way they work and be more productive