



What is LEAN?

Lean was developed by the Japanese motor industry 50 years ago; however it is now being widely used through various industries and public services.

Key Principles of Lean

- All efforts are focused around the customer
- Removes waste
- Quality everywhere
- Standardised process
- Everything flows in one direction
- Encourages flexibility
- Solutions are innovative

Key Lean Measures

- Lead time - total time spent processing start to finish.
- Process time - working, hands on time spent.
- All Outcome focused - for the customer.
- Aim at reducing time wasted and improving capacity in the system/team to deliver what the customer wants.

Benefits of Lean

- Improve Service Quality
- Improve Customer Outcomes
- Improve Service Productivity and efficiency
- Reduce Costs
- Reduce Delays
- Reduce Lead Times
- Empower staff and improve morale, and
- Improved use of resources

“To listen to our customers, identify their goals and to begin to provide support to achieve them within 21 days”