



# Local Authority H.R. Team Administrative Improvement

## Client Case Study

### Client

A substantial local authority serving a population in excess of 1 million, with a budget in excess of £3bn.

### Challenge

The HR Directorate wanted to develop the team in continuous improvement methodologies to improve service standards, whilst driving efficiency and cost reduction.

The programme needed to be certified to British Quality Foundation (BQF) Green Belt level and achieve a positive return on investment from coaching projects within 6 months of programme deployment.

### Approach

Utilise a Lean approach to drive Continuous Improvement.

Train staff to apply simple Lean tools and techniques to improve process efficiency and customer experience, reducing cost and freeing up staff time to focus on delivering higher service standards.

Introduce Council staff to Lean thinking and how to identify and eliminate waste and inefficiencies.

Reinforce learning through an interactive and participative environment, in which relevant examples and practical project work bring the theory to life and put it in context.

Transfer Knowledge to the 'Lean Team' via intensive training, contextualising the theory with in-depth coaching focused on 'show and do' techniques on live improvement projects.

Facilitate live 'in project' 1:1 and group coaching support for the 'Lean Team' to ensure self sufficiency in delivering ten cross functional lean projects.

### Outcome

**10** training projects successfully delivered.

**£1.75m** saved.

Positive return on training investment within **3** months of programme deployment.

Team members certified to British Quality Foundation (BQF) Green Belt standard.

Lean practice embedded in Council Culture.

**"The coaches helped de-mystify all that is Lean. The sessions were fun and there were great practical examples of how the tools could be used.**

**Thank you for guiding me through the training programme to final certification as a Lean Sigma Green Belt."**

**HR Business Partner**