

Government Agency Develops Internal Process Experts



Our Client

Our client is wholly owned by the seven Public Sector bodies which it serves. They are spread across three substantial sites in the UK, providing shared support services for their owners and for a growing number of diverse Public Sector customers.

They are organised and run on a commercial basis.

Challenge

A diverse workforce comprising different demographics and professionals with varying roles and responsibilities.

Evidence of the Continuous Improvement (C.I.) skills required to deliver the necessary operational improvements across the business were not present, except for a small strategic project management team.

Employees did not feel empowered to implement or run C.I. activities.

Solution

Engage with teams from all areas of the business to transfer knowledge and build capability, through the

deployment of a bespoke C.I. training programme, focused on education and live practical application to improve process efficiency & customer experience.

Facilitate teams to undertake live training projects to;

Reduce activity having no value to the customer.

Reduce inconsistencies in service standards.

Improve delivery and reduce / mitigate delays.

Work smarter in building capacity for future growth.

Keep up with changes in customer demand.

Support small, regular incremental change.

Change the mindset of staff to develop and embed a culture of C.I.

Results

36 staff trained to C.I. Practitioner level and **15** trained to C.I. Lead level.

Sponsorship engagement sessions delivered for the 'Executive Team'.

Bespoke downloadable C.I. Training / Reference material made available in support of a further planned programme of internalisation.

48 active 'single function' and **2** substantial 'cross functional' projects identified, prioritised, planned and completed with Linea support.

£1m of C.I. savings identified and delivered through the programme within 6 months.

There is so much I can take forward and use, much more than any other C.I. training I've had before.'

Business Change Manager