



Toolkit: Lean

*Improve efficiency,
save money, eliminate
waste and increase
customer satisfaction*

Investors in Excellence ensures that improvements focus on What Matters Most to each customer.

'Lean' approaches create greater value for customers through the utilisation of fewer resources. Our proven Toolkit and expert approaches will enable you to do this through targeted and measurable improvements that produce sustainable value and positive returns

A key aspect of our approach is to consistently challenge the way things are done and seek every opportunity to identify waste and inefficiencies

The ultimate 'Lean' target is the total elimination of waste

Benefits

Our tailored programmes will enable you to deliver:

- ✓ Identification and elimination of waste
- ✓ Added value to customers
- ✓ Making things simpler
- ✓ Increased efficiency and improved profits
- ✓ Greater customer satisfaction



*Our decision to work with
Investors in Excellence has already
paid dividends. By applying clear
processes, we've been able to
make significant cost savings
across our business and we've
seen a dramatic improvement in
staff and customer satisfaction.*

Head of Business Excellence,
Housing Sector



What Matters Most?

Identifying and maintaining focus on What Matters Most to your organisation is a precursor of success



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g+ in @liE_Ltd

How we do this

Whenever possible, we will focus on your prioritised live issues, share good practice from other successful organisations and equip your people with practical and effective tools that can be used time and time again.

- ✓ We help people 'learn by doing', through focus on prioritised areas
- ✓ Systematic use of practical improvement tools that can be applied on a daily basis
- ✓ Tailored training for staff, using tools and techniques that work, practice not theory
- ✓ Inspirational expert coaches, trainers and facilitators allow your staff to contribute to their fullest potential
- ✓ We make our engagements fun, memorable and lasting

Outcomes

Outcomes are the fundamental evidence of whether improvement actions have succeeded. Our approaches enable you to put in place simple and effective measures to monitor consistently the results you are achieving.

- ✓ Waste removal and reduced costs, giving efficient processes to deliver your customers' needs
- ✓ Achieve more for less, with improvement in service delivery performance
- ✓ Development of the continuous improvement culture, with increased team working and mutual understanding
- ✓ Continual focus on delivering What Matters Most
- ✓ Enhanced brand and reputation



I wanted my division to be doing ordinary things extraordinarily well. Investors in Excellence gave us the tools we needed to achieve this, wrapped up in a clear, easy-to-use framework. Since we've been working with the organisation, we've seen significant performance improvements and financial savings.

Divisional General Manager,
NHS Trust



Could we help you? Contact our team on +44 (0)121 746 3150

What Matters Most?

Identify • Focus • Transform

Dedicated to helping you identify and understand the critical success factors of your organisation, maintain focus and ensure that all improvement actions deliver maximum benefits against What Matters Most to you.



The IiE Standard

Leading • Resourcing • Delivering • Achieving

Our unique framework for improvement and assessment – and your roadmap to high performance.

Toolkit



Approaches

