

How to diagnose your organisation to chart your Lean Journey

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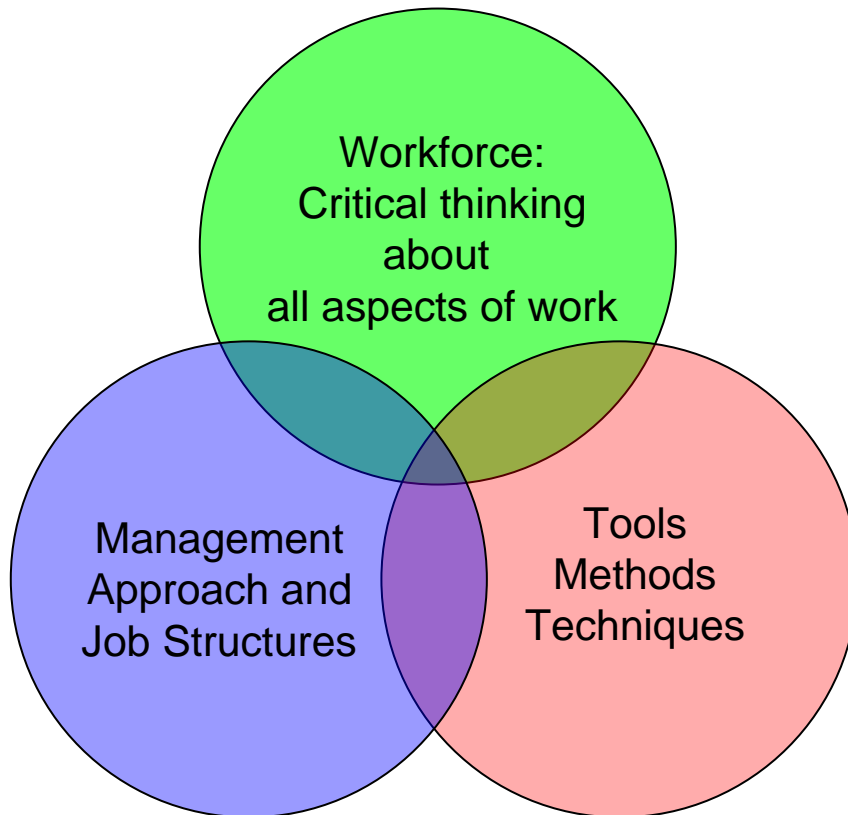
President of See Business Differently.

Visiting Fellow to the Lean Enterprise Academy.

Operational Research advisor to the

Customer Contact Association.

Lean resides in the workforce doing the day to day job.



Problem solving employees:

Its not simply about

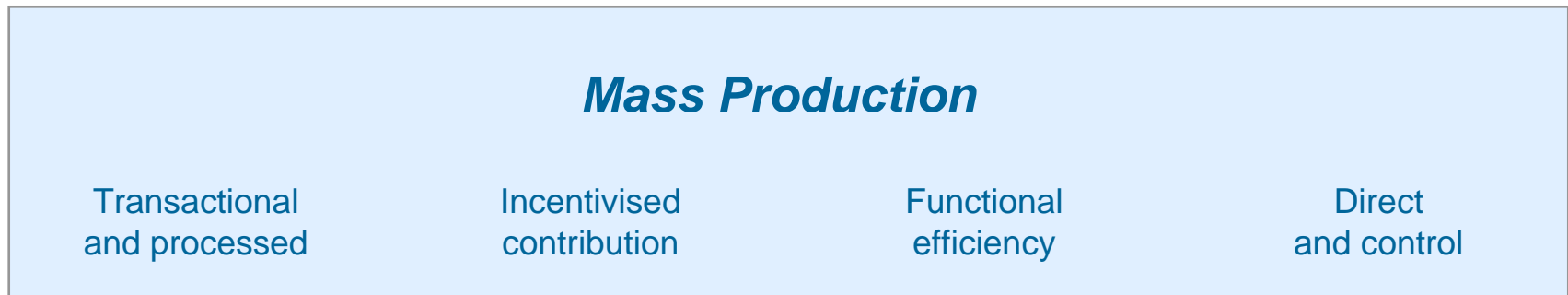
Tools.

Methods.

Techniques.

What type of climate do you want create for customers, employees and managers?

Company **pushes** products and services **ON-COMMAND**
Customers and employees are designed out

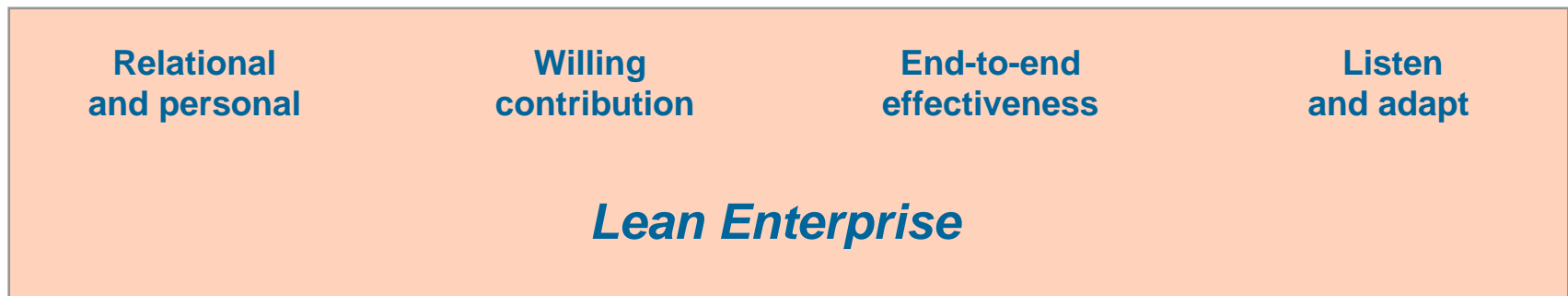


Customer experience

Employee motivation

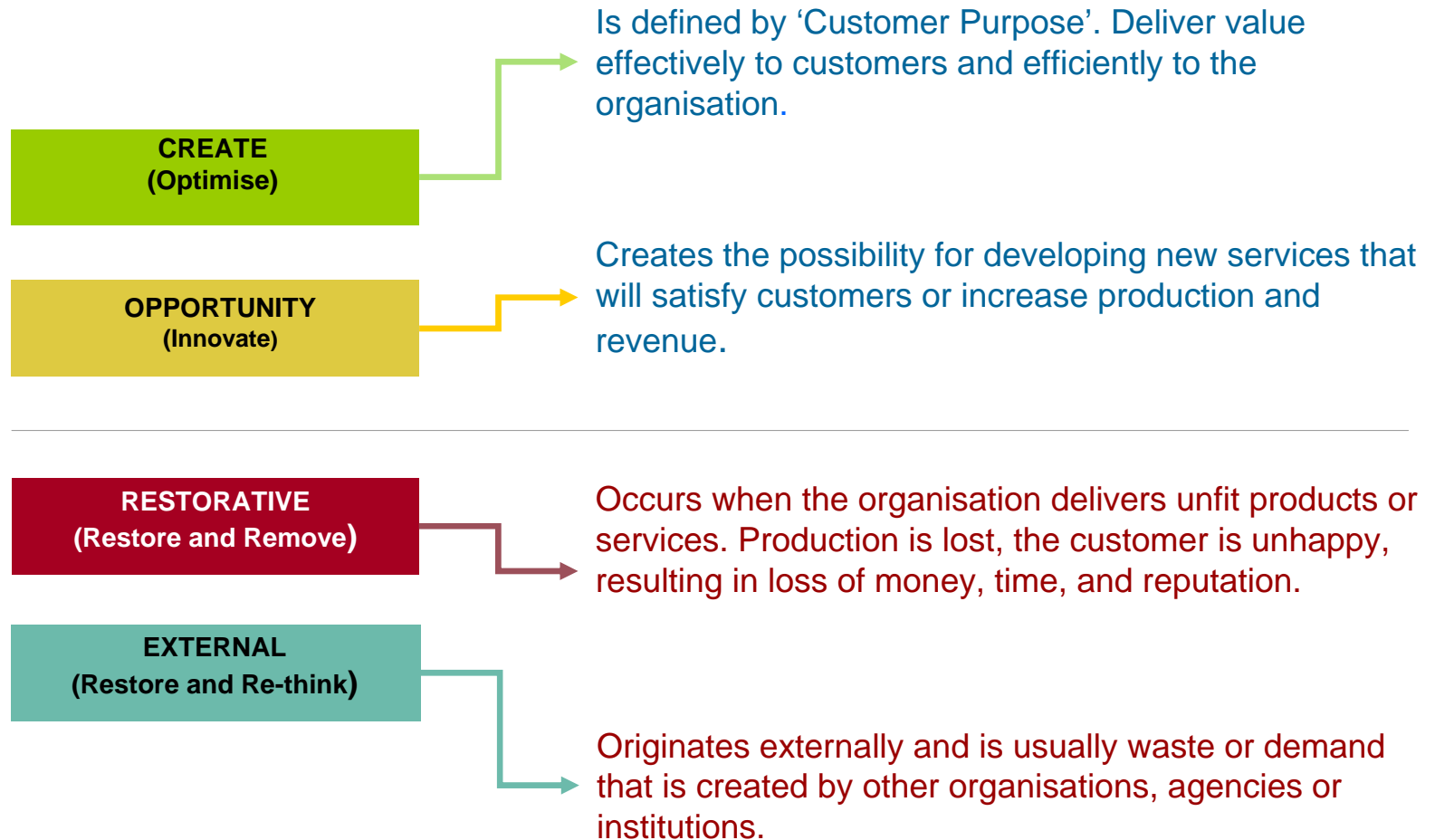
Support operations

Executive leadership



Customer **pulls** products and services **ON-DEMAND**
Customers and employees are designed in

CORE Profile: Value definitions



CORE Profile, Cost Matrix and Performance: International conferencing company

Demand type	Volume	Action	Finance		End-to-end Performance
CREATE	19%	Optimise	\$2,140,200	\$529,490	10min – 58hours (Mean 6 hours)
OPPORTUNITY	0%	Innovate			
RESTORATIVE	78%	Restore Remove	(\$540,000)	\$1,691,900	3min – 210 hours (Mean 110 hours)
EXTERNAL	3%	Restore Rethink	(\$686,070)	\$20,120	10min – 65hours (Mean 10 hours)

Ave. Revenue Ave. Cost FTE

End-to-end
Capability

(Three months data 276,934)
Additional revenue is generated
through automated booking service

3-5M Customers / Month would experience difficulties

CORE Profile: Telecommunications Company

Create



Opportunity



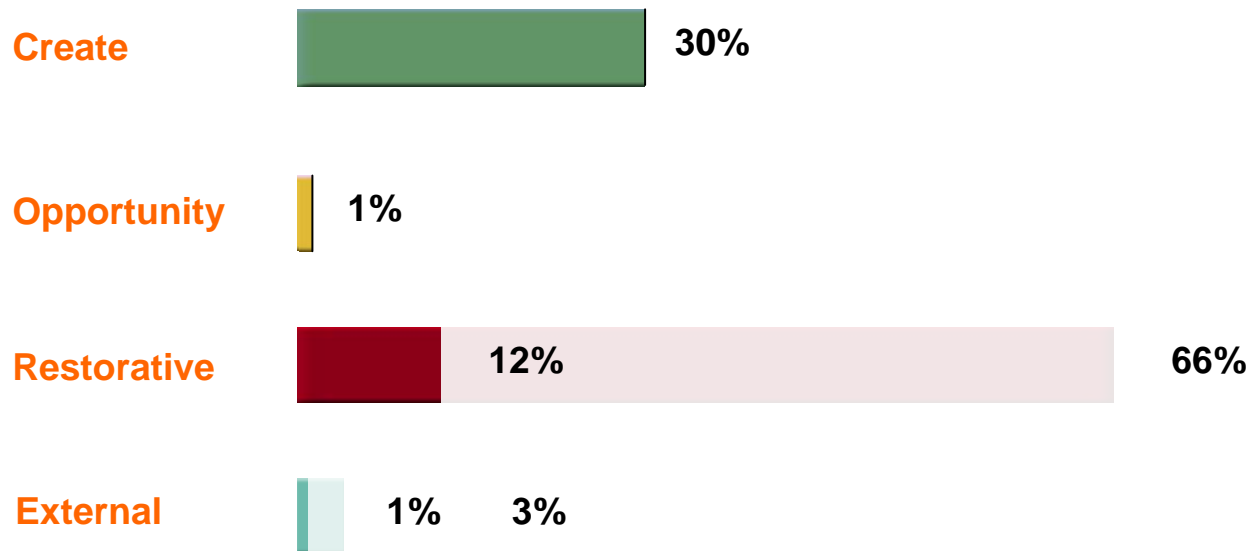
Restorative



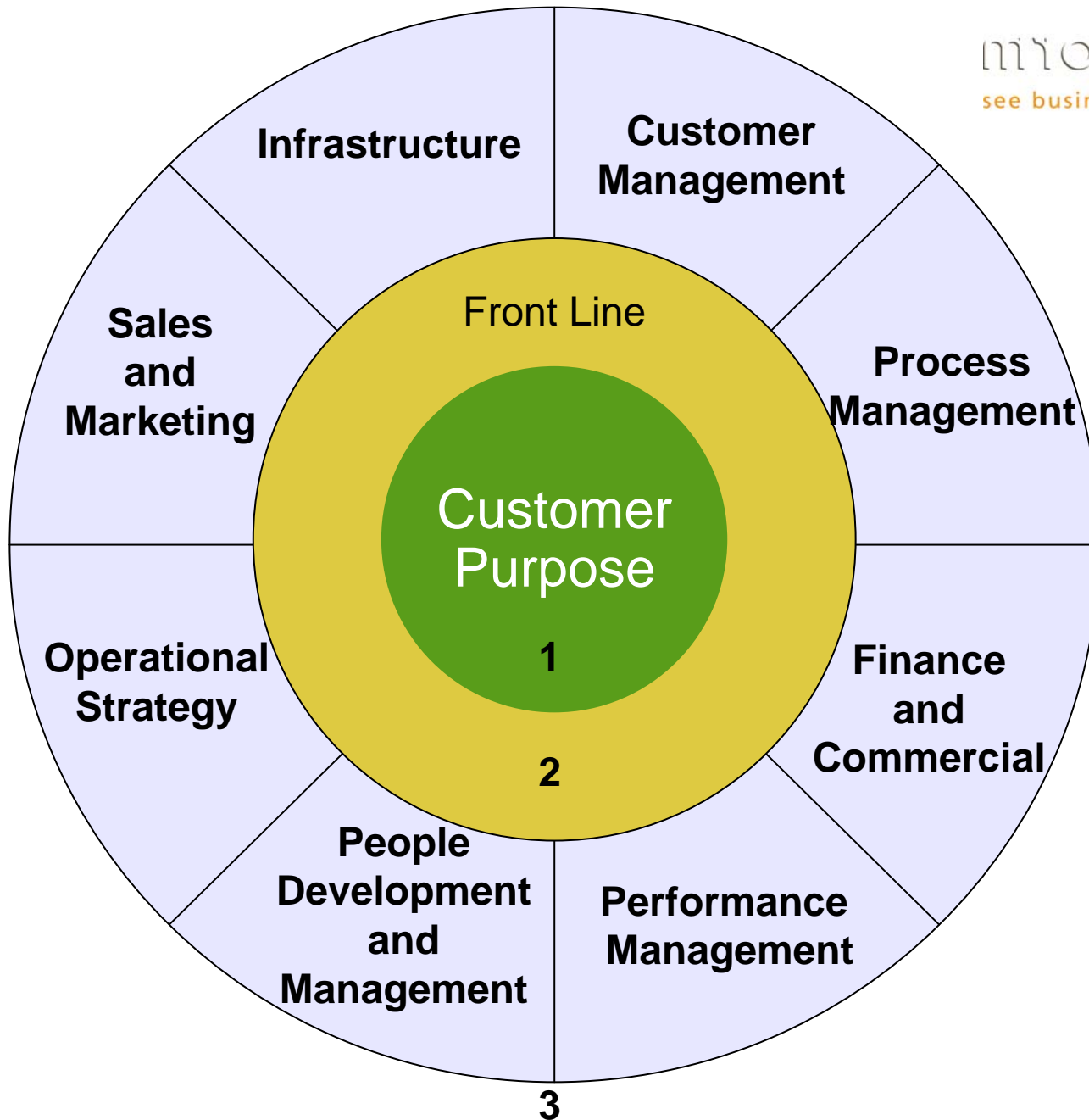
External



CORE Profile: Catalogue Business Telesales

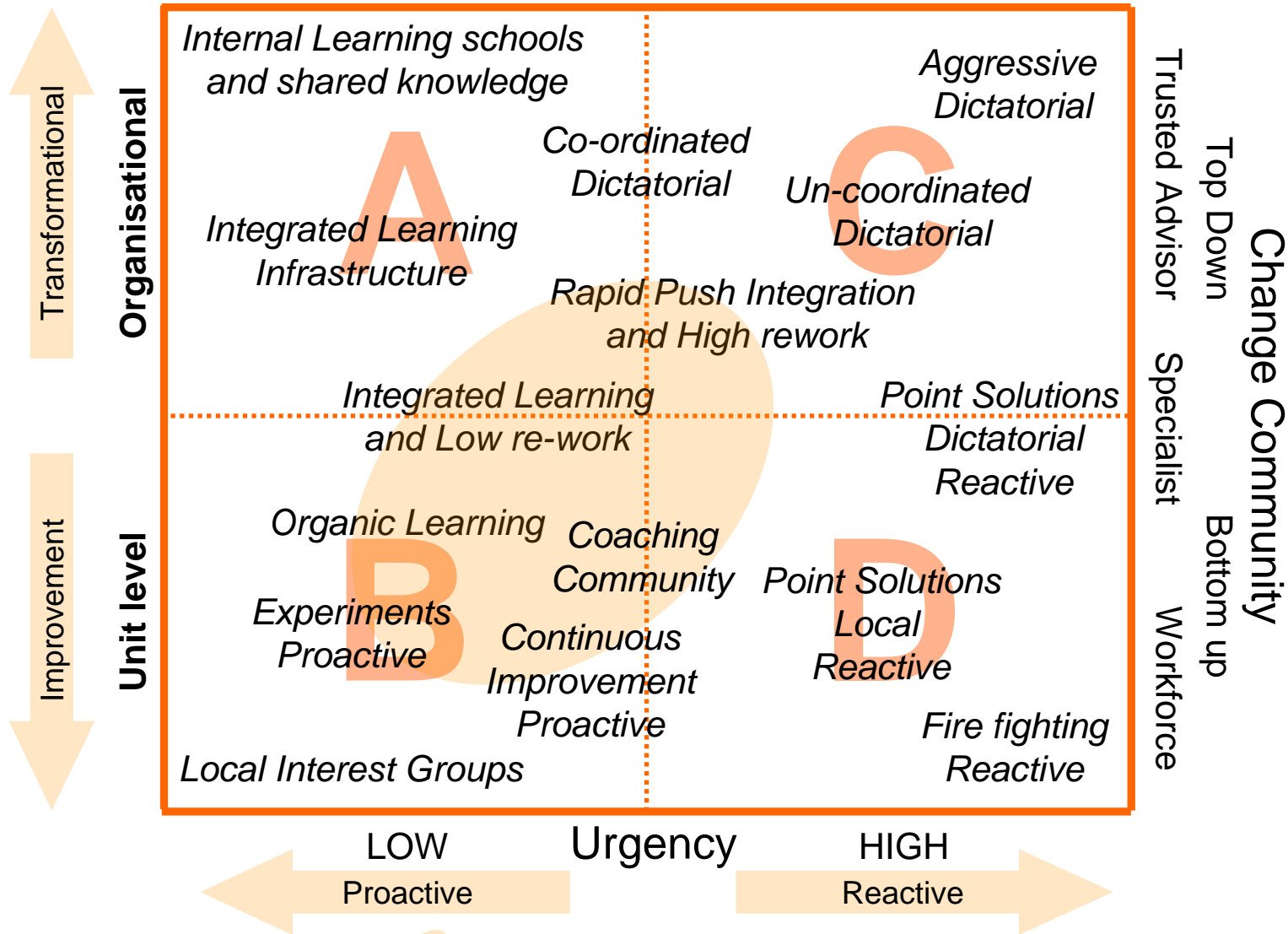


Sixty-six percent of the demand is generated from consumers experiencing a problem with a product or delivery.



Change Approach Planner

Integrated Coordinated Multiple initiatives



Optimum Zone = 

Public Sector: Route Map Example

