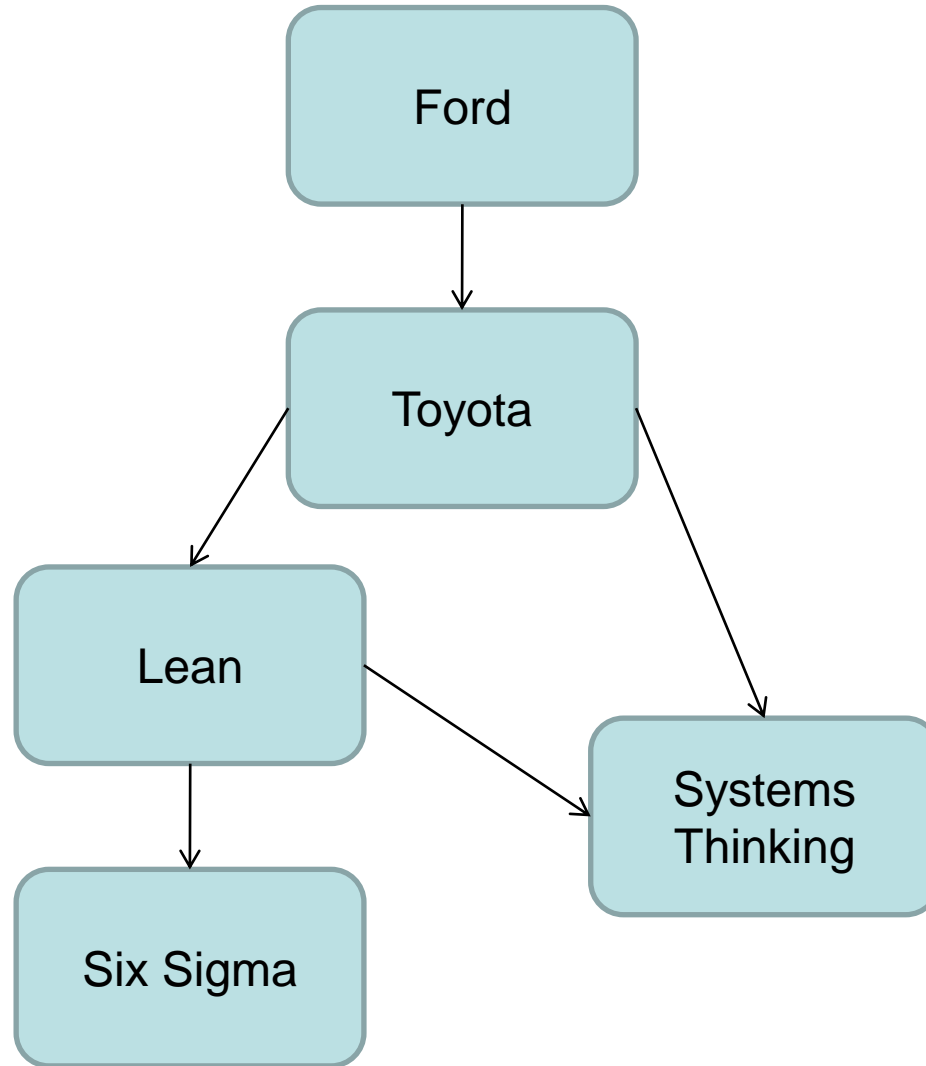




An Introduction to Lean and Systems Thinking

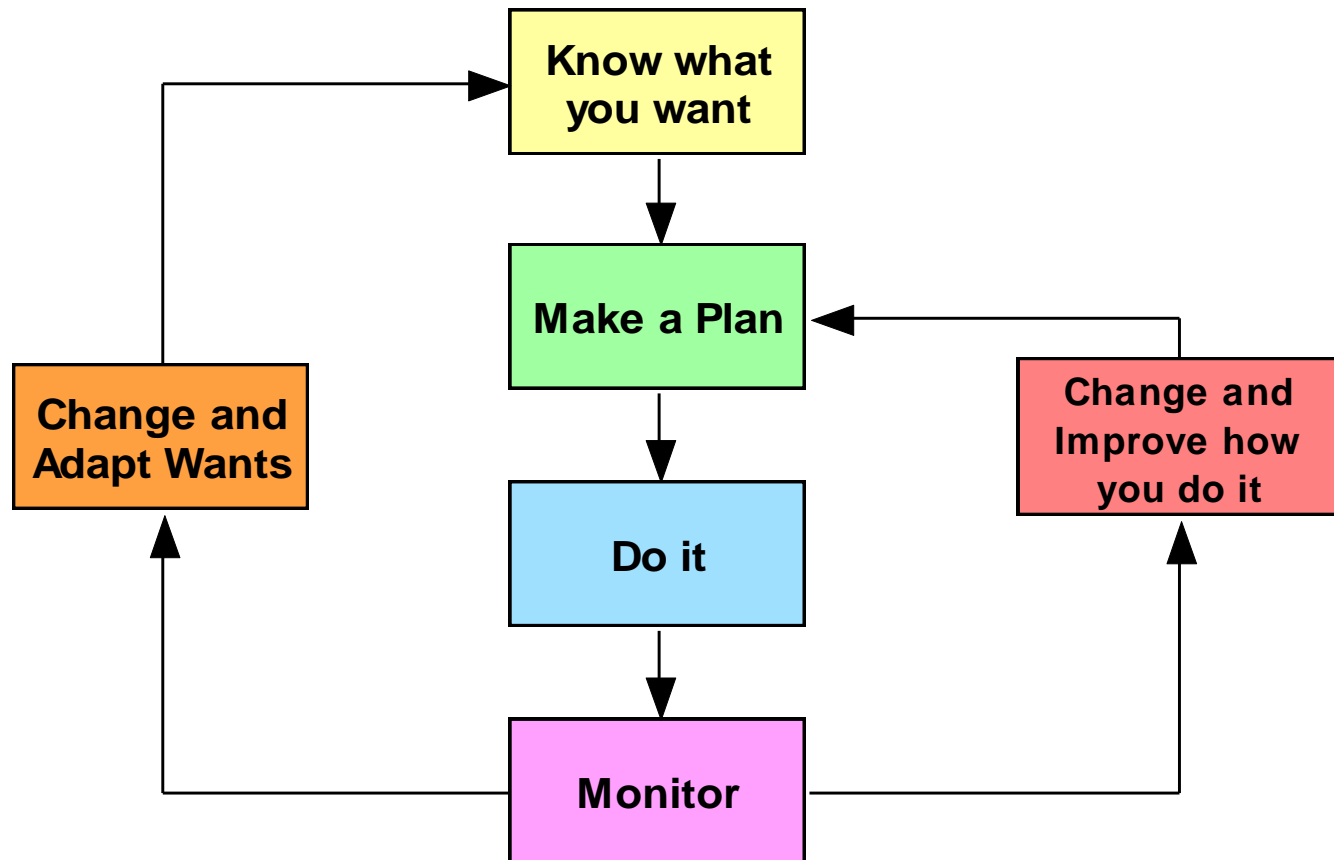
Rob Bailey
Principal Advisor

History

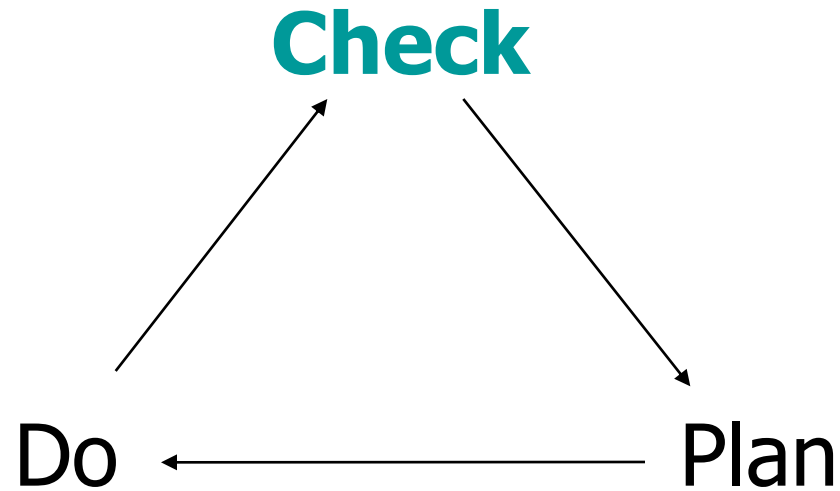


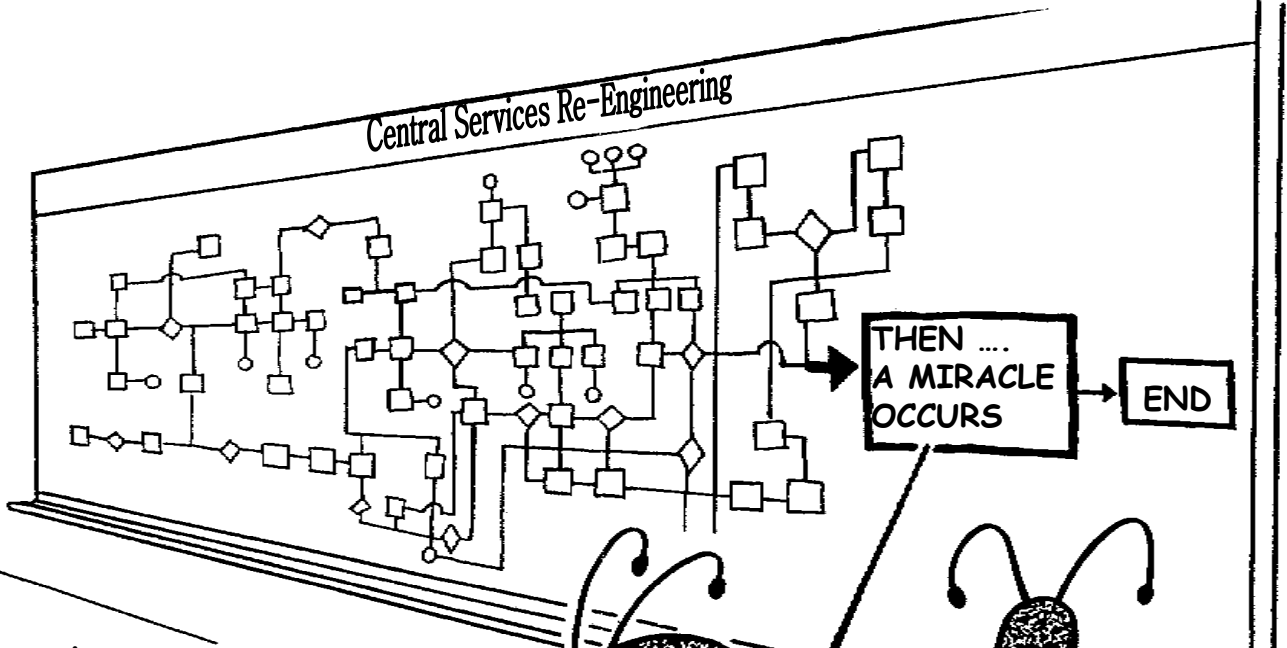


Process Re-engineering

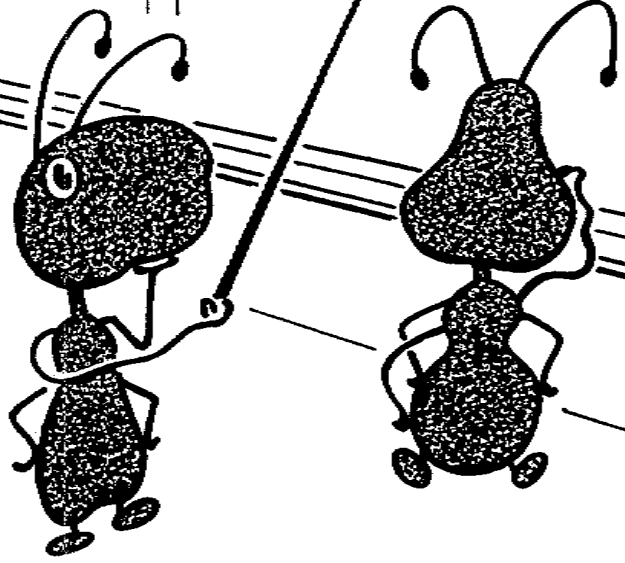


Change must be based on knowledge

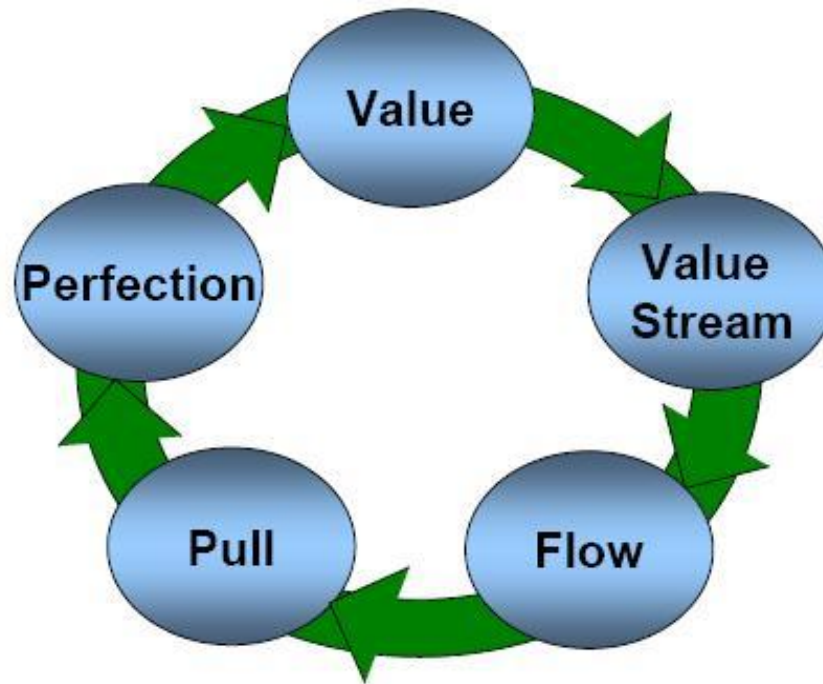




"Good work ...
but I think we need
just a little more
detail right here !"



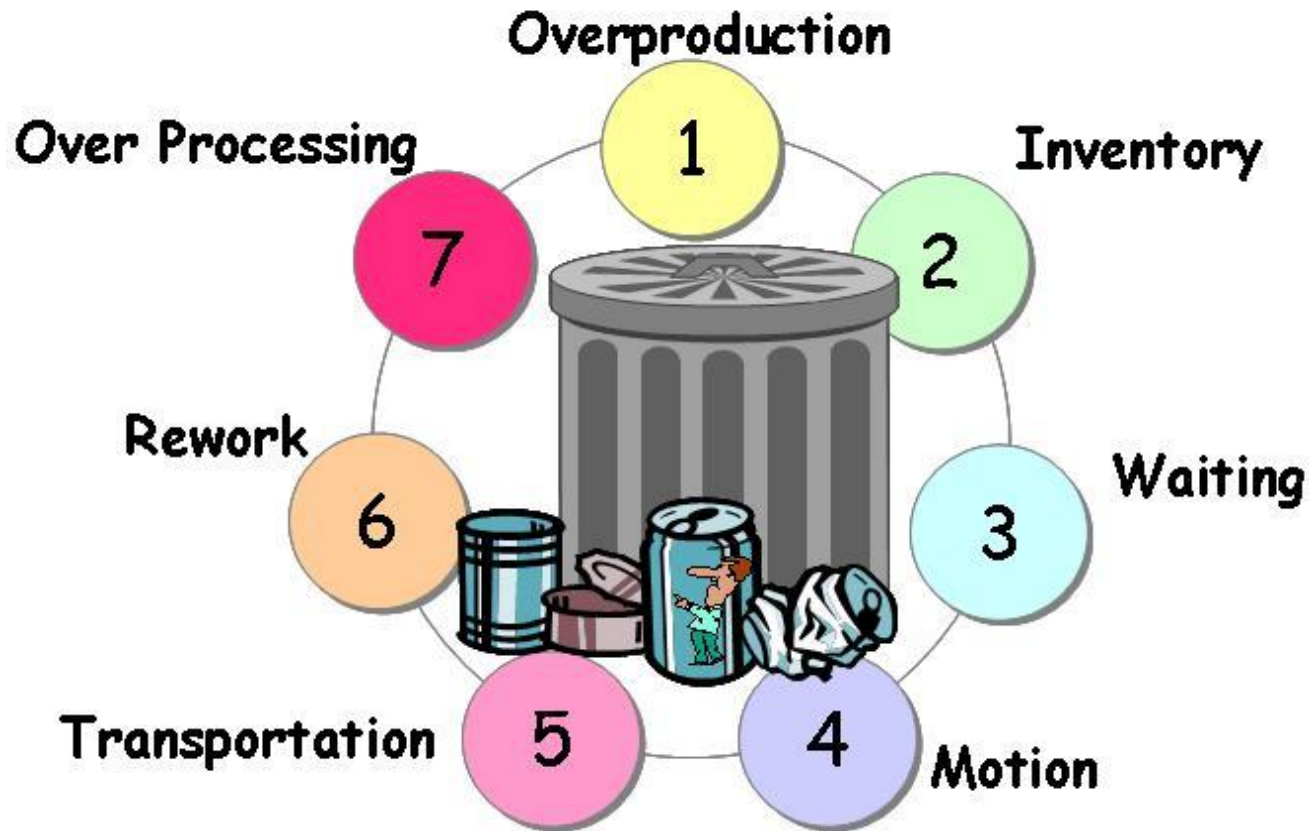
Lean



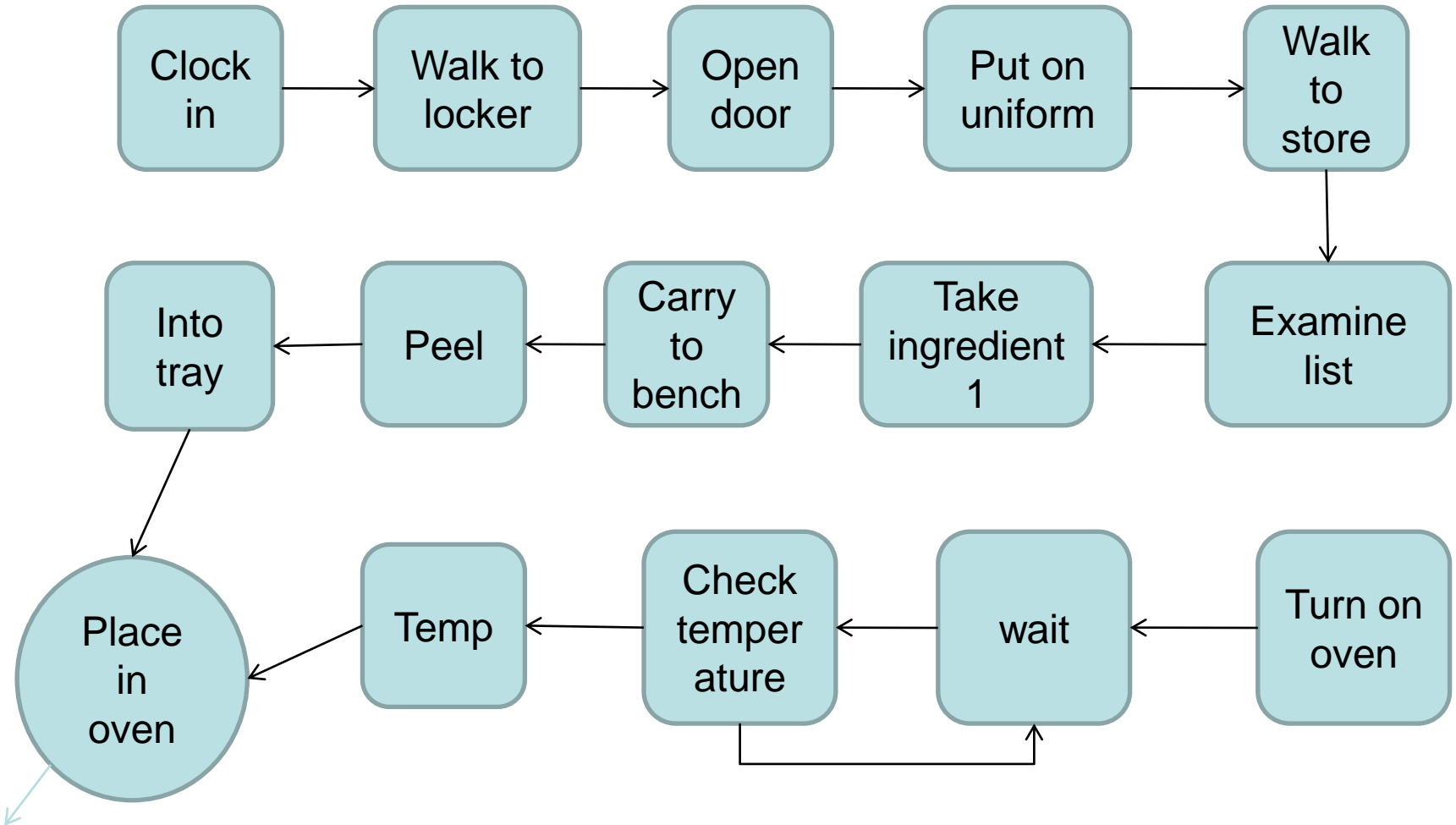
Lean



The 7 Wastes



Systems Thinking





Changing management thinking

COMMAND & CONTROL

top-down

perspective

functional specialisation

design

separated from work

decision-making

**budgets, throughput,
targets, service standards,**

measures

extrinsic

motivation

**manage budgets,
manage people**

management ethic

contractual

attitude to customers

SYSTEMS THINKING

outside-in

demand, value and flow

integrated with work

**related to purpose,
variation over time**

intrinsic

act on the system

what matters?

Demand

"Where is my Carer, Meals on wheels etc etc." 2.5%

"I am known to you but my S.W. has changed left." 1.5%

"Who is my /the S.W." 3.5%

"I am known to you but I don't have an SW but my Circs have changed." 5.5%

"We are not sure what is going on." 30.7%

"I have been trying to contact..." 10.6%

"I have phoned a few times." 6%

"When will..... phone me back." 1%

"I called about.... but have not heard anything." 4%

"You have sent me XYZ but I don't understand." 9.5%

"I brought in the forms/info but it was incorrect." 1.5%

"I am not happy with what you or a third party have provided /offered." 10.1%

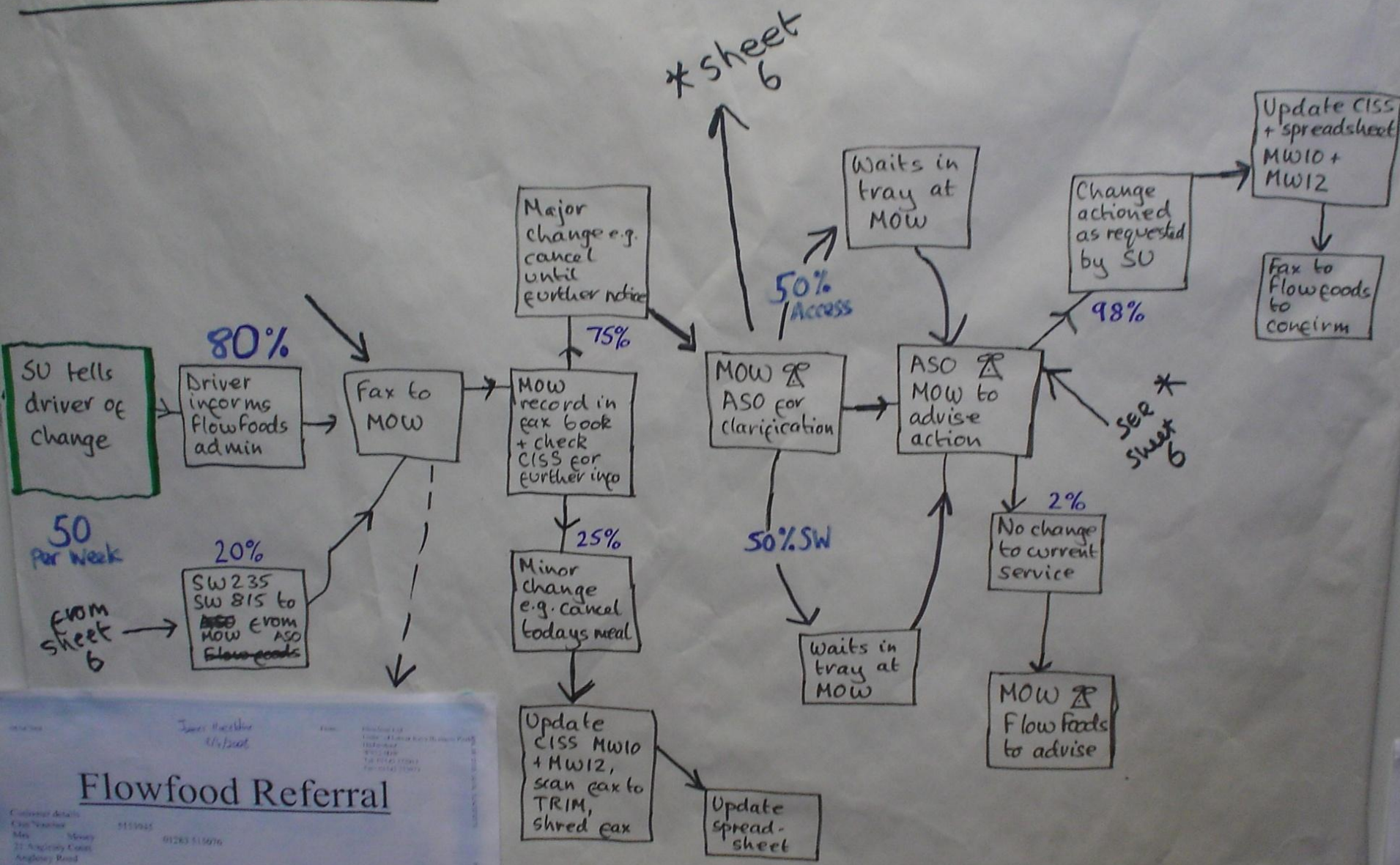
Failure Demand 74%

apse

- I'm not sure what's going on 30.7%
- I have been trying to contact 10.6%
- I'm not happy with what you have provided 10.1%
- You have sent me... but I don't understand 9.5%

Meals on Wheels - Changes from ASO / Flow Foods to MOW

5



James Marshall 01283 515076

Flowfood Referral

Customer details
 Case Number: 815945
 Mo: Mowey
 21 Angley Court
 Angley Road
 Burslem
 DE14 3LS

Meals from	Special Diet	On Party	Abandon	In hospital	Change of Diet	Extra meal required on
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Six Sigma



- DMAIC



Rob Bailey

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