

Taking the best elements of: Lean, 6 Sigma and Operational Excellence...

With over 20 years development and application in a multitude of industries: Defence, Insurance, Banking, Utilities & Manufacturing, with International and FTSE 100 companies

Defence Contractor

Problem: Bottom Quartile performance in Ministry of Defence Key Supplier League Table.
Result: Through thorough definition of Customer Purpose, Measures and Methods, achieved Top Quartile performance by next publication of League Table .

Home Insurer

Problem: Home Insurance Claims effectively managed by the Customer, not the Business.
Result: Design and Delivery of an new Operating Model based on Individual Claim Ownership, improved NPS, reduced complaints and saved £3m of cost.

Utilities

Problem: £100m of Short Term Loans overdue.
Result: Establishing the Root Cause of overdue loans, and analysing the top 20% of causes - a new process for Renewals reduced the exposure by £50m.

Commercial Bank

Problem: Only 30% of Customers were getting thier demand dealt with first contact.
Result: Coaching of Senior Leaders, understanding Customer Purpose and adjusting the Methods of handling Demand increased NPS 11-fold, whilst reducing operational effort.