



EIBTM PROFESSIONAL EDUCATION
OFFICIAL AV PARTNER

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What is lean?

- Rapid End to End process flow
- Learning by doing
(Continuous improvement)
- Right first time quality
(Adopting an organisational approach to solving problems)

Lean numbers game

Recruitment and Employment Confederation - Their Lean Journey / A Response to Growth

November 2011

Presenter - Mark Palmer



Where were they?

Department led organisation



Operational Issues



Unclear
channel strategy



Leading
to backlog

Design Principles



Abandon silos



Member - centric
contact centre



One touch solution
(no handoffs)



Phone channel
preferred



Experts where
expertise is needed



Smooth
workflow

How to gain adhesion to the design



Workshops



What's in it for you?

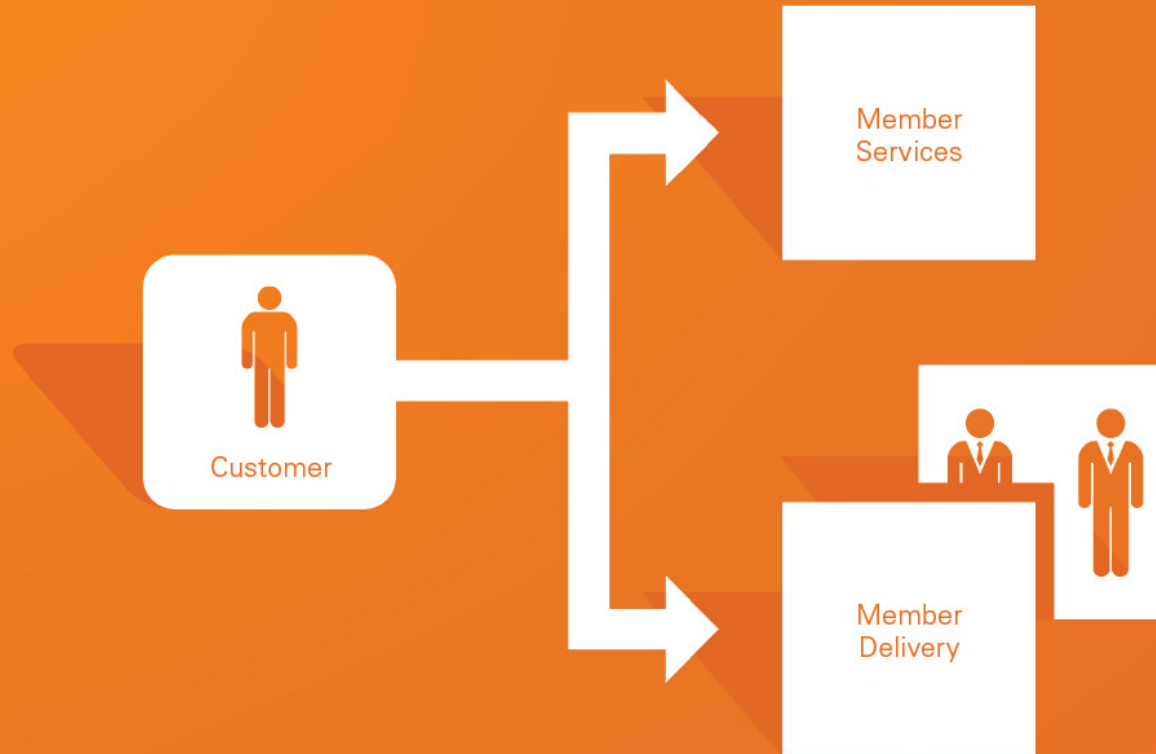


Staff away days

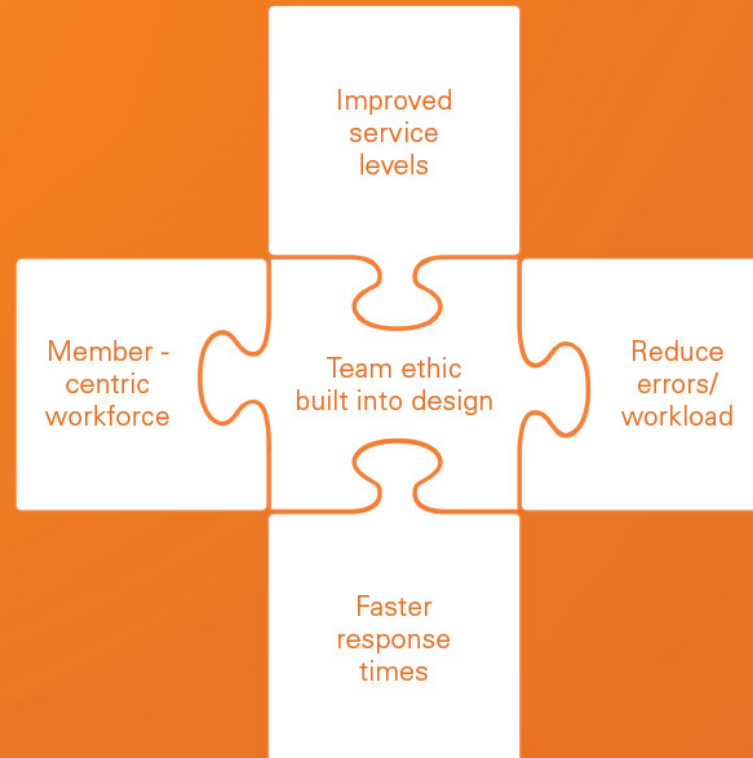


All workers involved in the design

The new design



Advantages



Leading to a much happier customer

Results



Admin costs
per member
-50%



Response time to
member queries
+20%

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Best Professional Education

