

# Implementing Lean Sigma – with results!

## *Situation*

- Post reorganisation of division of over 200 people
- Resources were tight, there had been a shift to focus on customer facing roles and reduce operations / infrastructure resource
- As a new director of a newly formed operations department was asked to introduce a new lean Sigma capability and to role model as a department how to come up with ideas to save money

## *Action*

- Focused resources to create success based on three key issues identified for success
  - create manager network
  - measure benefits
  - communications and collecting innovations
- Used my network to train teams
- Collected, communicated and rewarded successes through a “just do it” program
- Set departmental goals and managed my own team to drive innovations and reduce costs

## *Result*

- Culture of continuous improvement emerged.
- Targets of \$ savings set and achieved
- My departments contributed a significant proportion of these savings and hit all their performance targets