

Demonstrated experience

SAI Global Ltd. is one of the world's leading providers of business improvement solutions.

Over the past 16 years, we have established an enviable reputation built on our extensive expertise. Dedication to our customers and an ability to offer innovative solutions allows us to assist our clients' to establish or enhance systems that work for their organization.

How can Lean improve business performance?

Lean tools and concepts provide a proven methodology for the systematic elimination of waste and wasteful activities.

Lean provides an extremely effective tool for:

- Improving business performance by focusing key team members on the elimination of waste in key business processes and work-flows
- Identifying strategies and specific alternatives that will improve processing times and quality for the identified process
- Providing a new lens for reviewing customer requirements and improving customer satisfaction
- Creating business solutions that bridge the gap between those on the 'production line' and management

Our experience has shown its value in areas such as manufacturing, regulatory activities, insurance, banking, customer service, health care, distribution, education, administration, and logistics.

Case Study: Domiciliary Care process improvement

About Domiciliary Care

Domiciliary Care provides services to people with reduced ability to care for themselves, assisting them to stay living in their own homes-close to loved ones family and local community. Domiciliary Care primarily assists those over 65 to deal with reduce ability related to ageing. Additionally younger people with disability are sometimes provided with support.

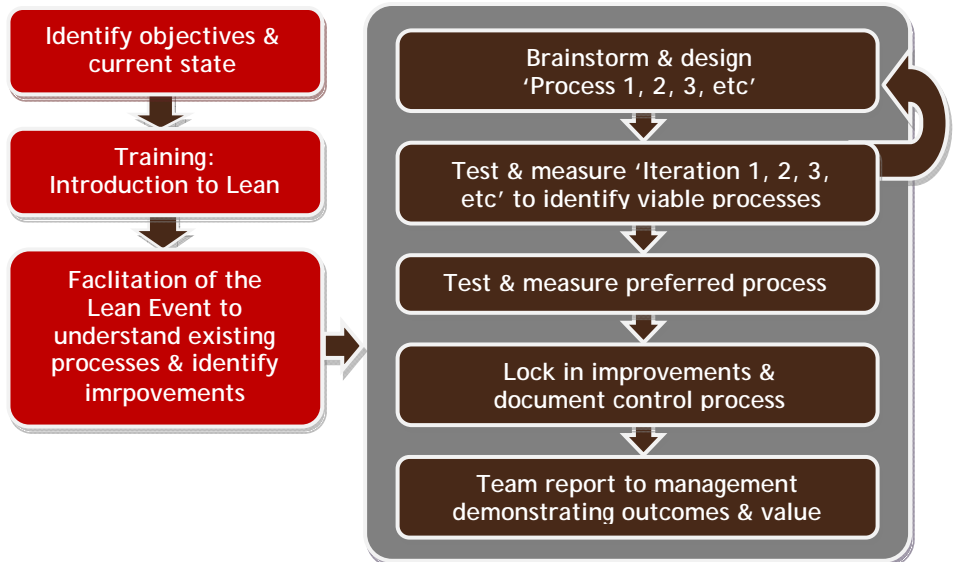
The improvement objective

Domiciliary Care was seeking to improve their quality of service by:

- Giving the clients the opportunity to be able to choose tasks
- Optimising work practices and environment to support efficiencies
- Creating Service Plans that are relevant, concise and clear for clients, staff and brokered agencies
- Increasing capacity to deliver direct services by eliminating process waste

Applying lean techniques

At SAI Global, we facilitate an extremely dynamic approach to Lean that delivers fast, yet powerful results and builds the capability of participants to apply skills to other projects. Our approach to a Lean Event is shown below.



At Domiciliary Care we established a cross-functional management team of twelve. The team received 6 hours of Lean/Kaizen training to prepare them for the improvement process. The group then collected data (by observation) and mapped the current "as is" process. Areas of opportunity (waste) were identified and eliminated.



Process improvement outcomes for Domiciliary Care

SAI Global's Business Improvement Solutions

A new process was created, tested and implemented. Further testing, monitoring, documentation, training and full implementation were put onto the "Action" list to be completed within 2 weeks. Observation and follow up will be ongoing.

Fast outcomes!

As a result of our 'Lean Event', Domiciliary Care, was able to:

- ◆ Reduce Service Plan delivery from 35 day average to 3 days
- ◆ Eliminate total backlog, some of which may have been > 90 days
- ◆ Reduce inventory backlog to zero
- ◆ Reduce Service Plan input from 12 min average to 3 min average
- ◆ Increase customer satisfaction
- ◆ Increase capacity by reducing leadtime
- ◆ Increase quality of service
- ◆ Eliminate waste from Service Plan process

Lean process improvement results

As a result of this 'Lean Event', Domiciliary Care was able to:

- ◆ Reduce walking distance by 60%
- ◆ Reduce Leadtime from 35 days to 3 days, an 88% improvement
- ◆ Reduce Service Plan reviews (Inventory backlog) by 100%!
- ◆ Improve operator efficiency by 50% improvement
- ◆ Reduce handoffs by 66% improvement
- ◆ Reduce the number of forms from 12 to 1, an 88% improvement
- ◆ Reduce Service Plan input from 6.55 min to 1.24 min, an 81% improvement

Significant savings were identified

An annual cost savings of \$264,000 were identified during this event.

Sustaining improvement

The key to sustaining improvement is culture change. Lean can be used to create a leadership environment that promotes a team atmosphere and supports the all inclusive nature of a Lean Initiative.

SAI Global is one of the world's leading providers of business improvement solutions. We work in partnership with our clients to manage risk, achieve compliance, and improve performance. We offer a systematic and integrated approach for organizations seeking to achieve business sustainability.

For more information please contact us at:

sustainability@saiglobal.com

or visit our website at: www.saiglobal.com/improve



OPTIMIZE BUSINESS SYSTEMS AND STRATEGIES

- ◆ Corporate sustainability assessments and strategies
- ◆ Management system design and supported deployment
- ◆ Enhancement of existing systems
- ◆ Integration of quality, health, and environmental systems
- ◆ Climate change strategies

BUILD CAPACITY OF INDIVIDUALS AND TEAMS

- ◆ Communication strategies that change behavior
- ◆ Customized on-site training
- ◆ Program tools and guides
- ◆ Coaching and mentoring
- ◆ Facilitation of successful project teams
- ◆ Change management

MEASURE ORGANIZATIONAL PERFORMANCE

- ◆ Business Excellence
- ◆ Gap analysis
- ◆ Process analysis
- ◆ Web based tools
- ◆ Key performance indicators

DEMONSTRATE CORPORATE RESPONSIBILITY

- ◆ Business sustainability reports
- ◆ Corporate social responsibility reports
- ◆ Internal recognition programs
- ◆ Enterprise risk management
- ◆ Compliance support

CONTINUOUSLY IMPROVE PERFORMANCE

- ◆ Lean Fusion
- ◆ Process improvement
- ◆ Lean and Kaizen events
- ◆ Six Sigma solutions
- ◆ Risk management
- ◆ Internal audit support