



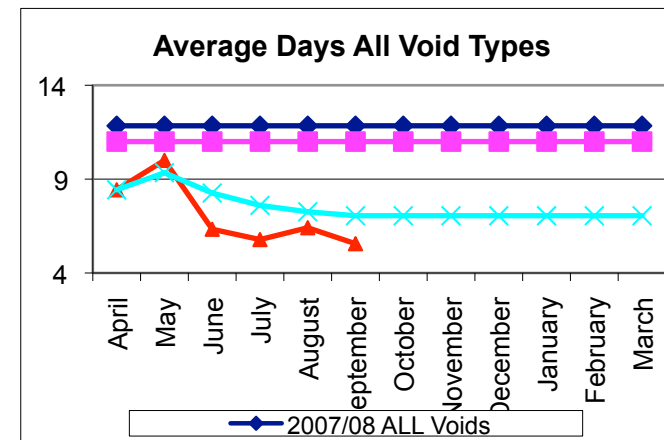
SECTOR: Social Housing
 COMPANY: ASW Wellington
 PROJECT: 3 different workstreams
 VALUE: £4 Mill
 BACKGROUND: Project Objectives

- Improve void delivery time
- Develop company wide training plan
- Achieve required quality
- Win more work

FACTS

On time void delivery from 56% to 100%.
 Ave lead time from 12 days to 6 days. 2 mill new contract won.

- Tools Applied:
- 8 Waste
 - 5C workplace organisation
 - Data analysis
 - SPC
 - Visual Management
 - Teamwork and Communications Workshops



- What we did:
- Began to analyse our performance and discuss with the team within the framework of a lean philosophy
 - Anchored the philosophy of "Next" customer needs
 - Created a skills matrix for everyone with a training plan based on value to company and individual
 - Conducted workplace organisation to manage stock on Vans
 - Used visual management to monitor and control operations

- Benefits
- Workstream 1 – On time void delivery from 56% to 100%
 - Workstream 2 - Refurb lead time from 12 to 6 days
 - Virtual elimination of defects – 100% Right 1st time
 - Whole team engaged in improvement
 - Communication greatly improved between staff
 - Won a new contract based on quality of delivery

