

CASE STUDY:

DCC Contract Services



I've been on in-house reviews like this as well as many others in the past but this was the best. There has been some good stuff identified in them but nothing ever happened. Here, it's happening!

Tony Dolan, Repairs & Maintenance Manager



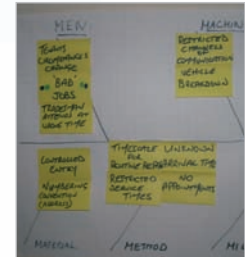
Sector:
Local Authority

Location:
Glasgow

Project:
Improve Gas Servicing & Reduce Abortive Calls

Background Project Objectives:

- Improve gas servicing and repairs productivity
- Reduce abortive calls



Key Achievements

- **75% Reduction in Abortive Calls**
- **15 additional boiler jobs completed per week**

Tools Applied:

- Workplace Organisation
- Standardised Work
- Problem Solving
- Visual Mgmt
- Data Analysis
- Prioritisation Matrix



What we did:

- Anchored the lean principle of obtaining process experts assistance in waste elimination
- Conducted a very detailed workplace organisation on a van following the lean structure of business case, implementation, confirm benefits and put a sustainability plan in place to cascade improvements throughout the department
- Conducted data analysis using existing data from housing and non-housing databases
- Carried out a detailed diagnostics on causes of abortive calls
- Trialed use of mobile telecommunications with SOP in place
- Achieve Business Improvement Techniques SVQ qualification for individual team members

Benefits

- Total additional gas boiler jobs completed after implementation of improvements; 15.6/week (826 jobs/annum)
- Carbon savings from the trials can contribute to savings of approx.10 tonnes/annum
- Productivity improvement during trial (5 trades involved) avg. 18.9% (median 24%) per trade
- Estimated direct cost saving based on trials from the improvements projects is £121,134/annum



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