

CASE STUDY:

Family Housing Association Swansea



I was surprised at the speed in which we got the results. The void service review really did deliver everything that it promised.

Darrin Davies
Head of Property Services



Sector:
Social Housing

Location:
Swansea

Project:
Improve Void refurbishment lead time and cost

Background Project Objectives:

Family Housing Association are a registered social landlord based in Swansea. They committed to open book costing and collaborative working but for 2 years did not realise any tangible improvement.

The improvement project focused on revising the open book cost system using performance related profit, and then working with FHA and their suppliers to deploy lean techniques to realise tangible improvement.

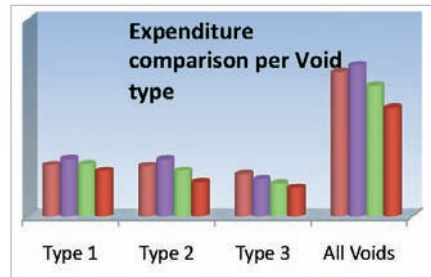


Key Achievements

- Cost improved by 15%
- Lead time halved

Tools Applied:

- Value Stream Mapping
- Lead Time analysis
- Work Analysis & Productivity Improvement
- Mean Value Theorem
- 5C / 5S, 8W, Visual Management
- Teamwork and Communications



What we did:

- Current state analysis & Value Stream Mapping
- Lead time analysis
- Cost analysis
- Formed cross functional teams (Client and Contractor ONE TEAM)
- Empowered the team to remove waste identified
- Enhanced the ability to collect, analyse and display performance data to drive improvements.
- Property services and housing departments working as ONE TEAM

Benefits

- Void turnaround time with contractor cut in half
- Void time in Property services reduced by 35%
- 15% COST OUT
- Work/Wait ratio halved
- Dramatic decrease in rent days lost