

Applying Lean principles to Sunderland Disabled Blue Car Badge Process





The Five Principles of Lean Thinking

Value is defined from the customer viewpoint **Value** Constantly seek out new ways All the process steps of improving and perfecting the used to deliver the process. service and create value Perfection for the customer Value Stream Flow is developed so that delivery Pull **Flow** Ensure the process is capable of of the service is fluent and without meeting customer demand interruptions or blockages





Applying the Lean Principles

Applying Lean Principles means reducing waste:

Specifically anything which uses resource, time, money, effort, without contributing to the delivery of value

Such as:

- Rework or repeated process steps
- Unnecessary process steps
- Steps which add no value
- Blockages to flow



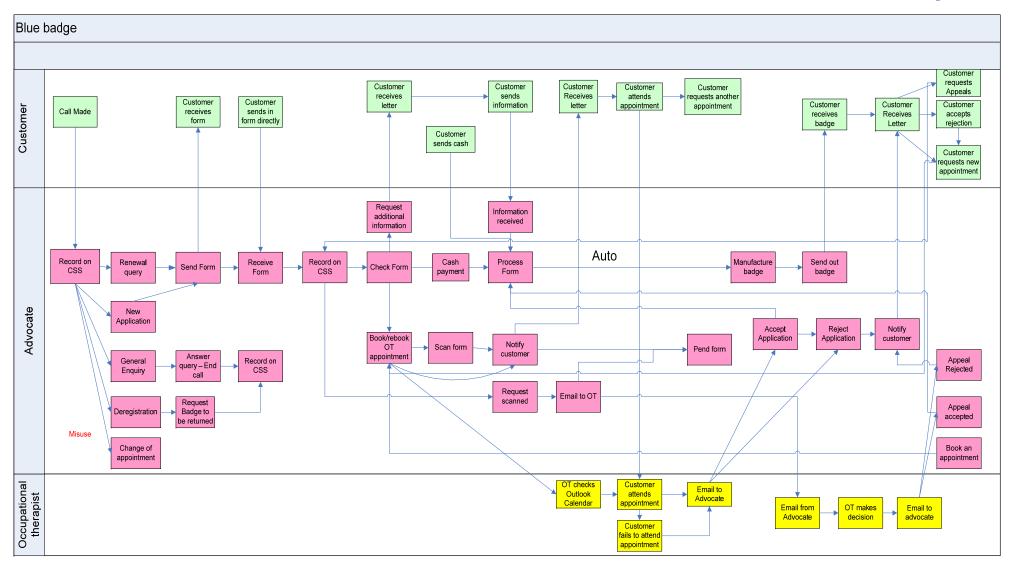


The Improvement Process

- Understand how it is done now
- What are the issues with the current process
- Collect performance data
- Identify root cause of any problems
- Find the waste
- Design new process
- Pilot/test solution
- Implement

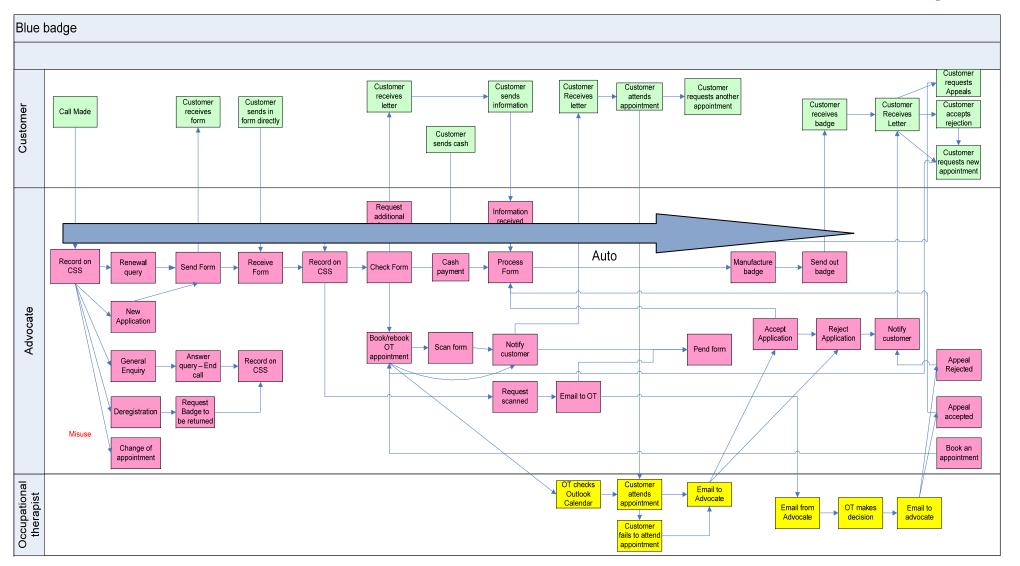






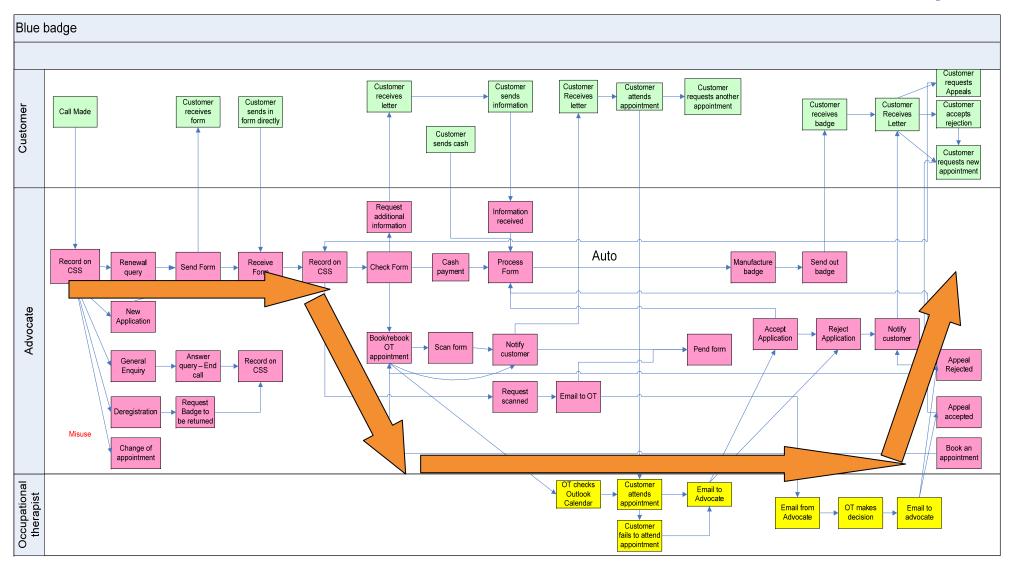






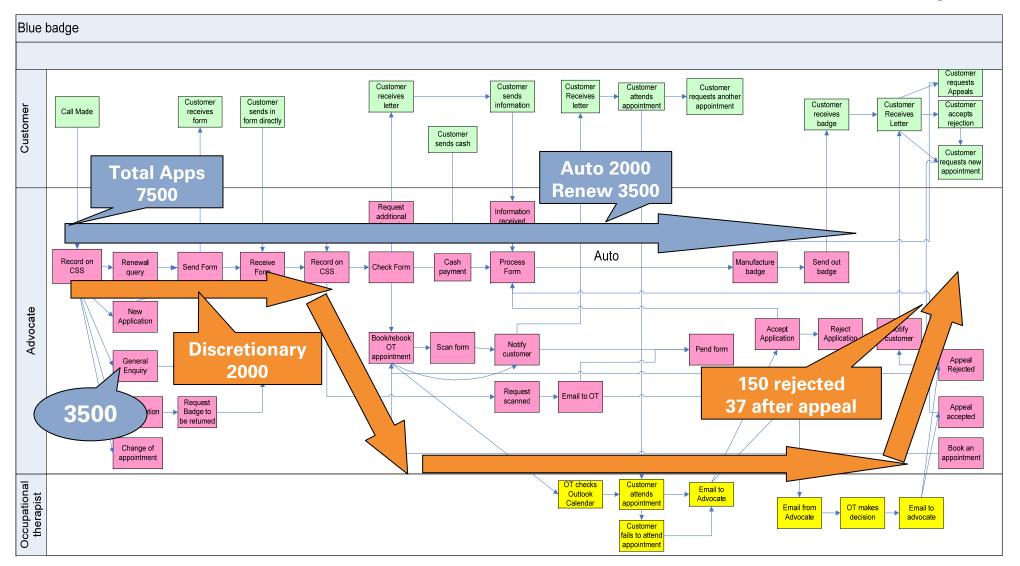






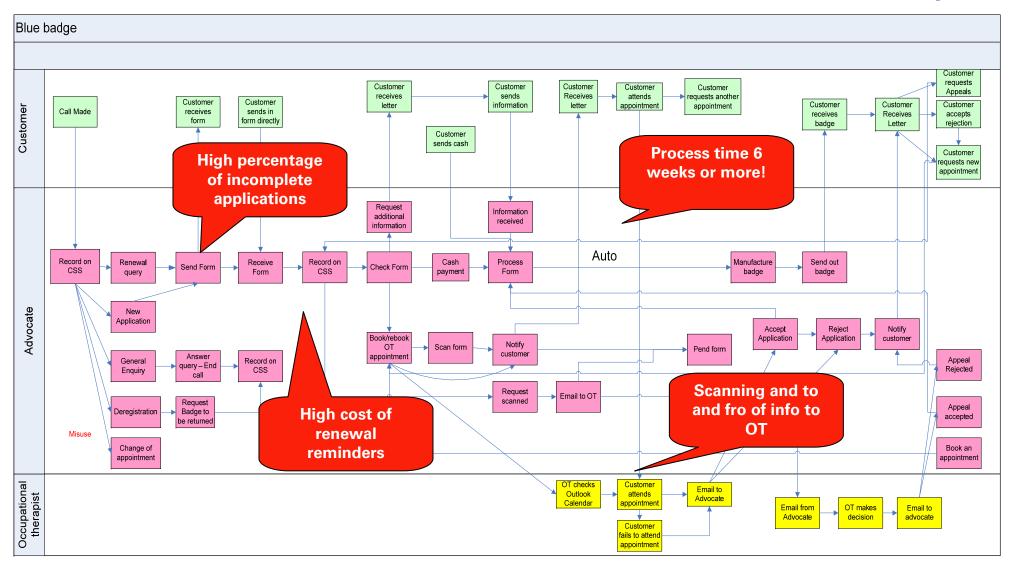


















Moving to a new Way of Working





To Be Design Principles

Reduce Failure demand:

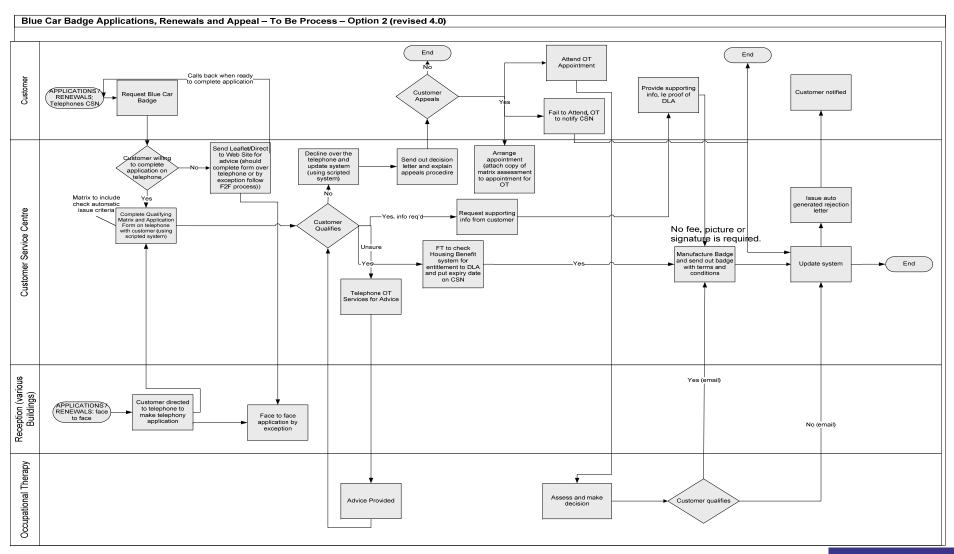
- Inaccurate/incomplete applications
- Progress chasing enquiries

Increase Customer Value

- Shorten Process time
- Reduce renewal burden.
- Consider alternative to OT assessment
- Remove non value adding advocate process steps
- Channel shift from F2F to Telephony











To Be Process

