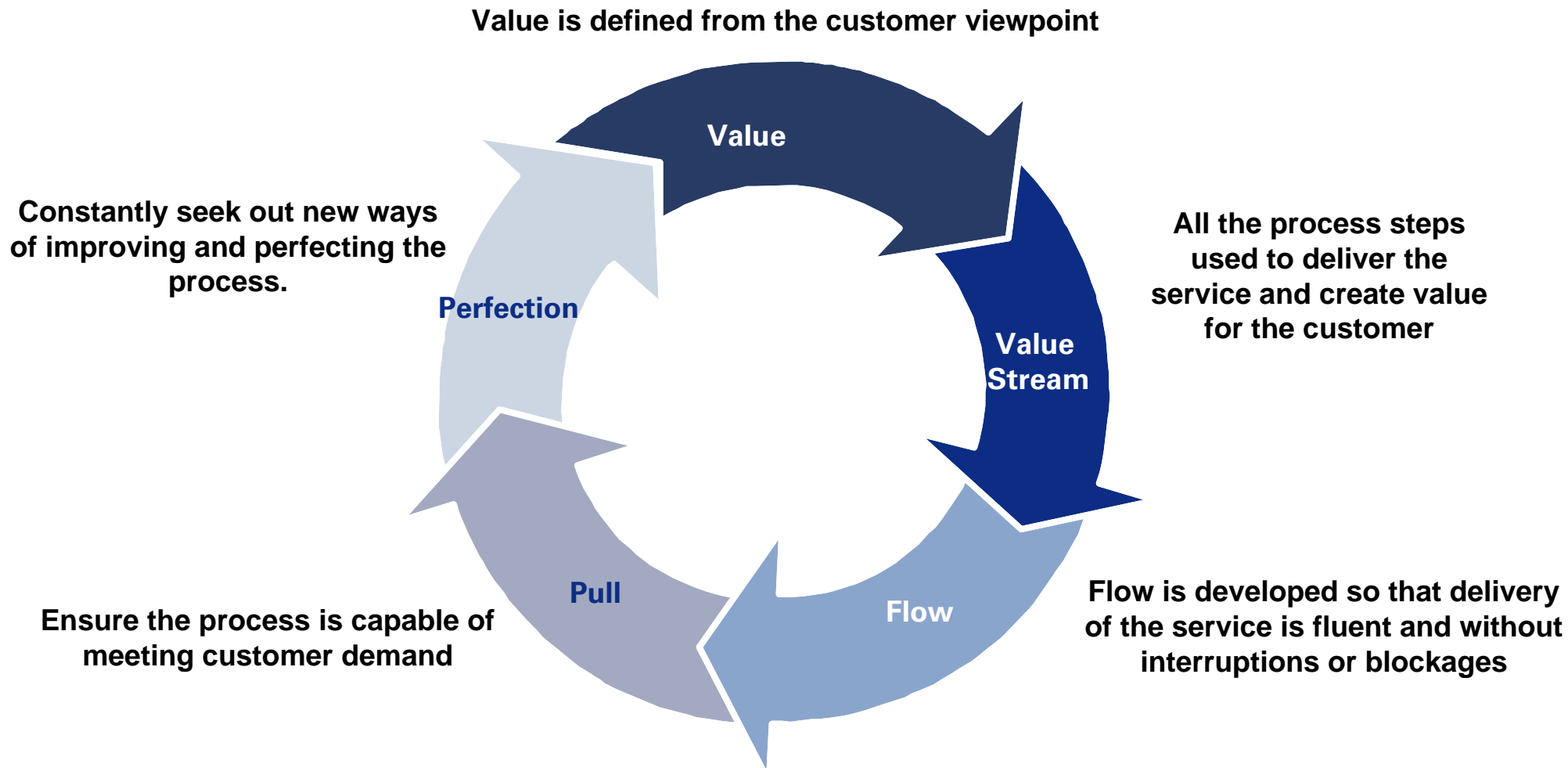


Applying Lean principles to Sunderland Disabled Blue Car Badge Process

The Five Principles of Lean Thinking



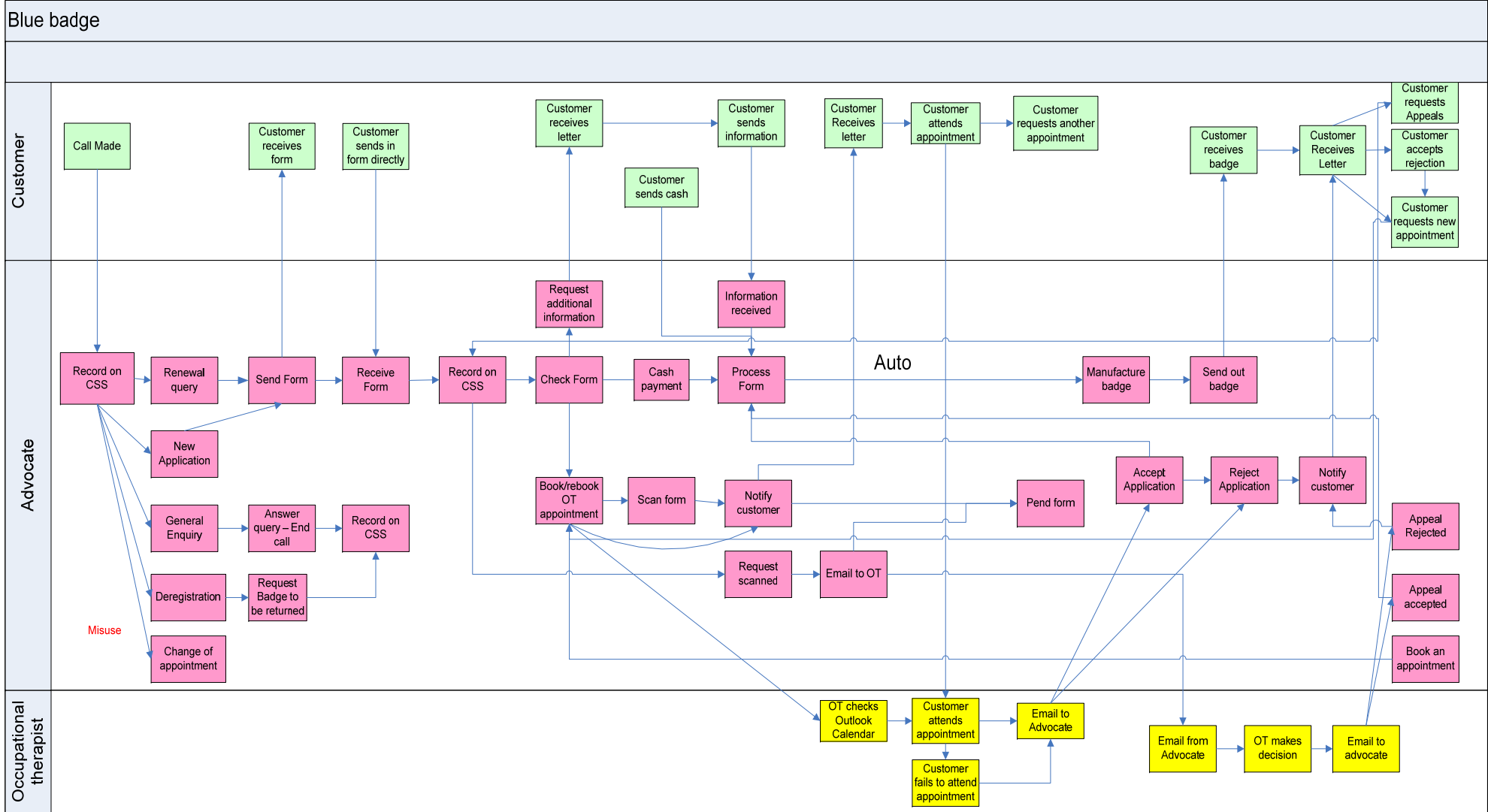
- **Applying Lean Principles means reducing waste:**

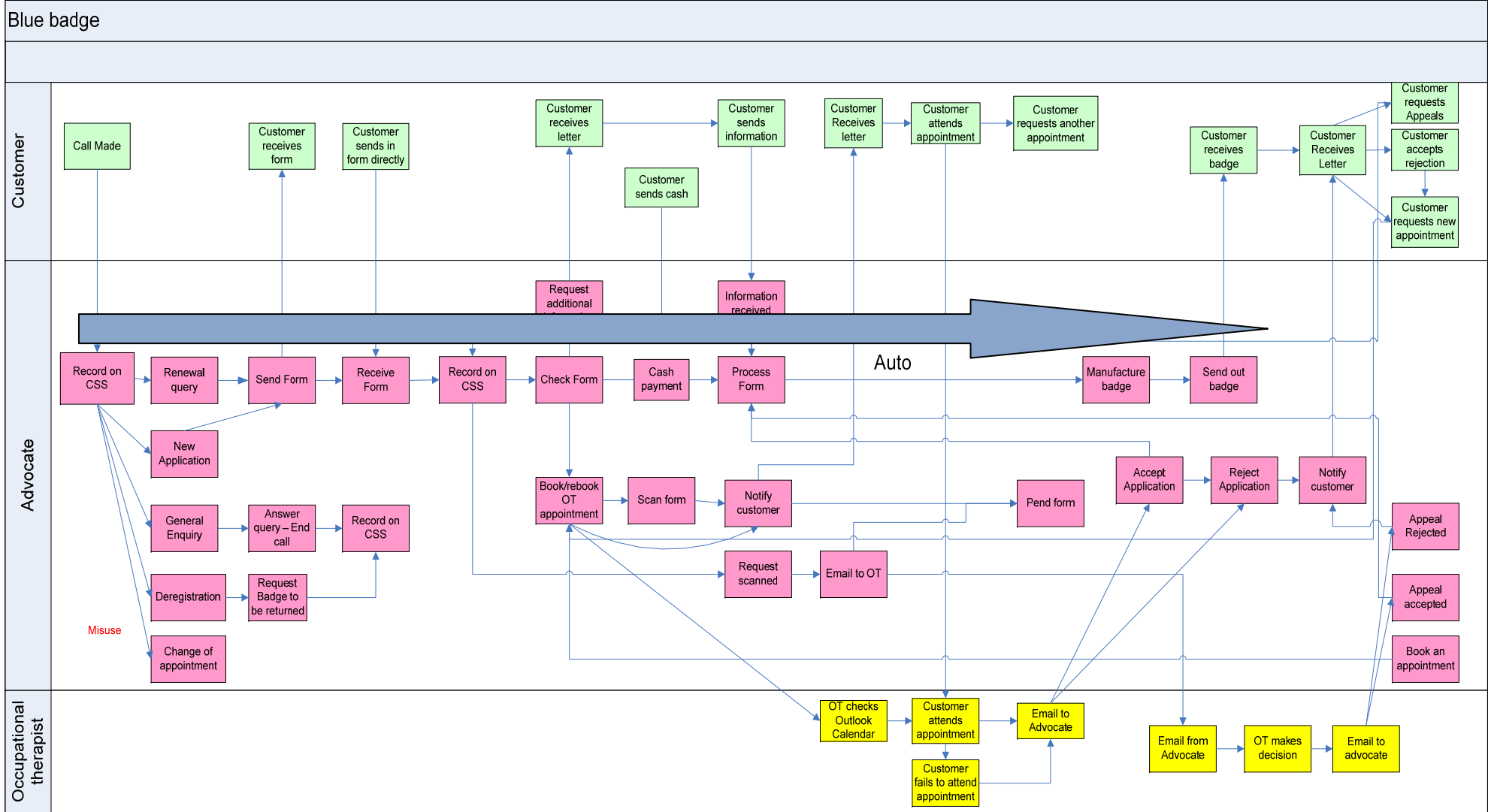
Specifically anything which uses resource, time, money, effort, without contributing to the delivery of value

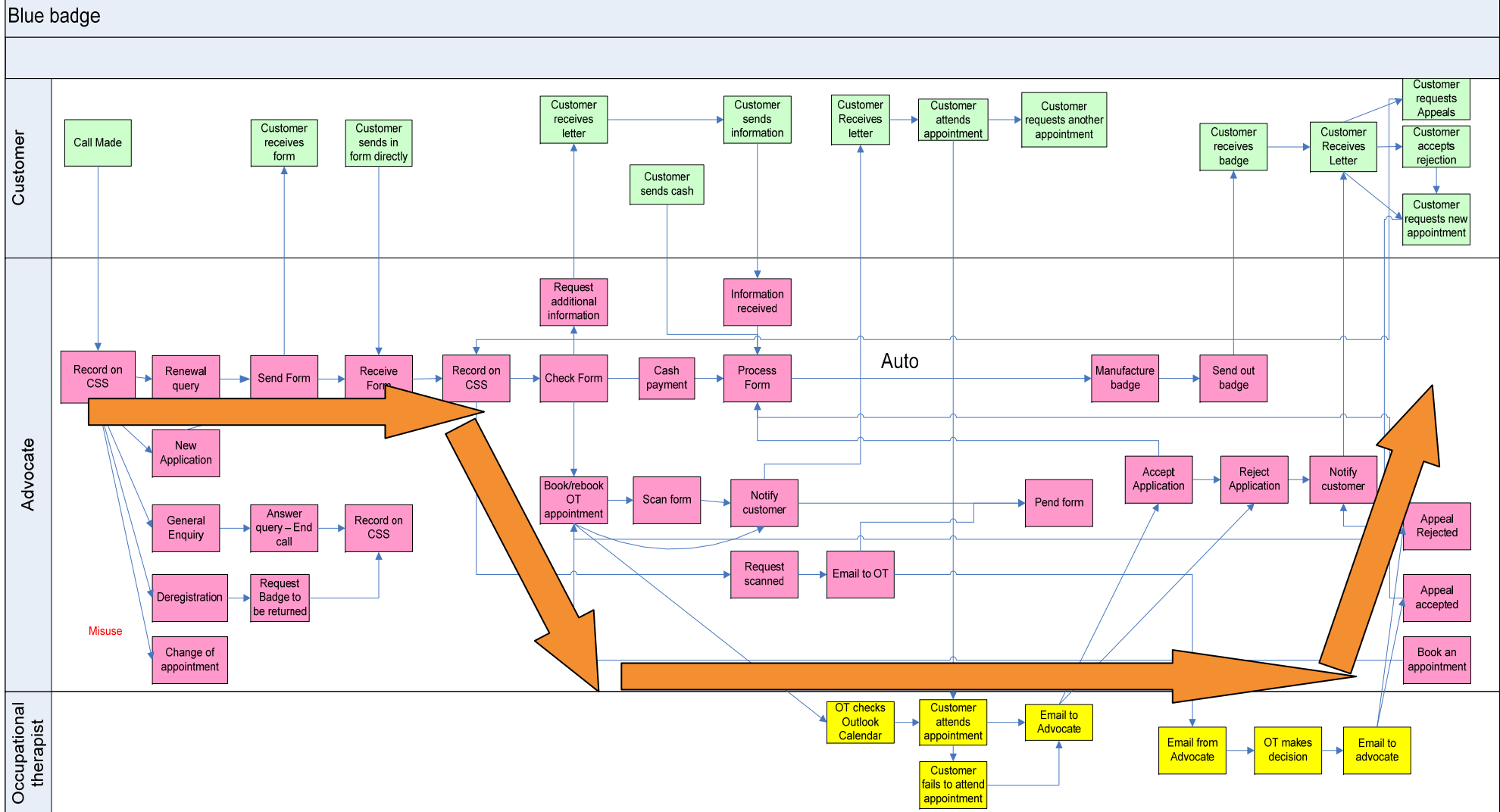
- **Such as:**

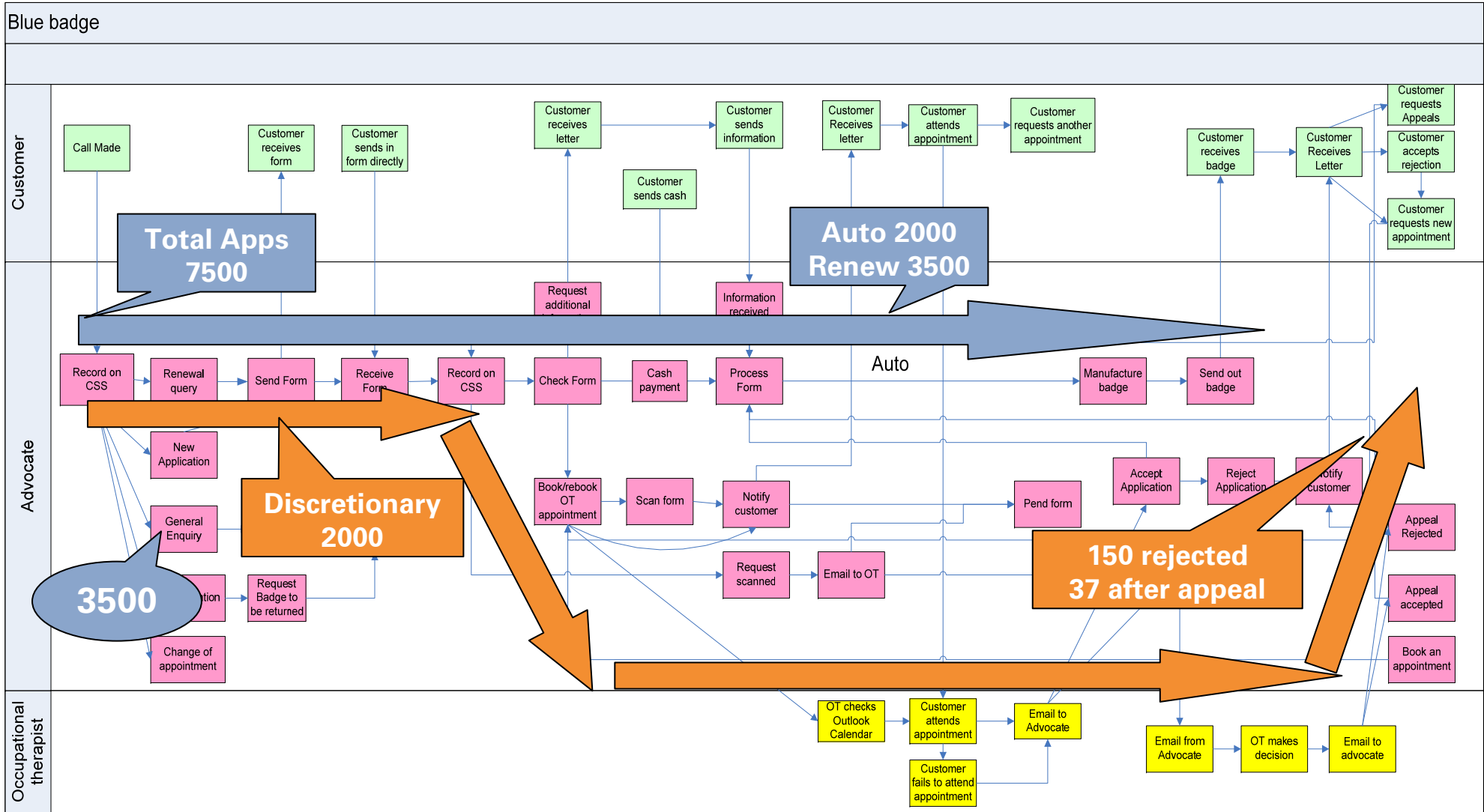
- Rework or repeated process steps
- Unnecessary process steps
- Steps which add no value
- Blockages to flow

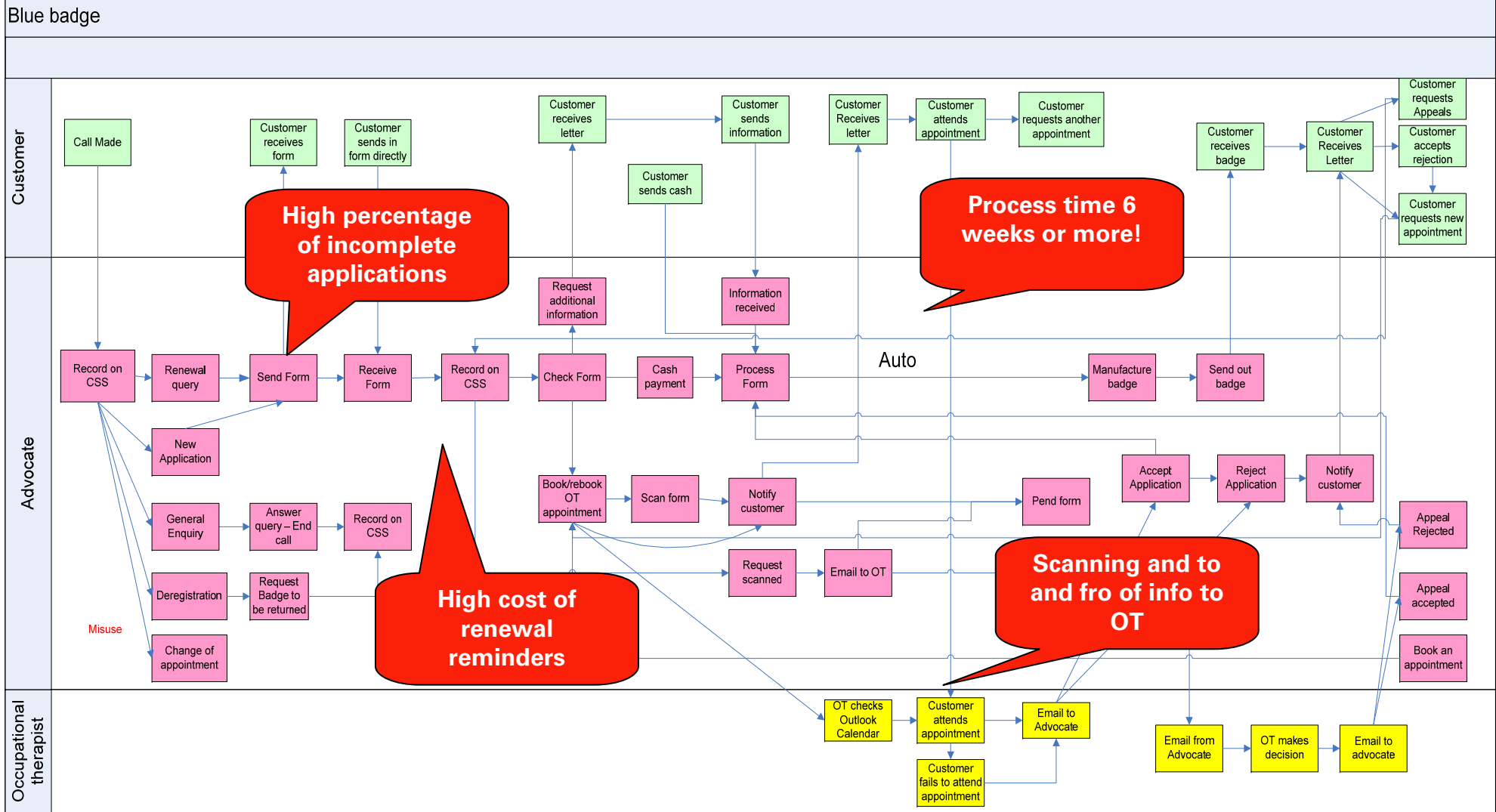
- **Understand how it is done now**
- **What are the issues with the current process**
- **Collect performance data**
- **Identify root cause of any problems**
- **Find the waste**
- **Design new process**
- **Pilot/test solution**
- **Implement**











Moving to a new Way of Working

- **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**

