M S D P
meets
L E A N

Applying *LEAN* in an HE context
(Cycle of Service)
With Christine Stewart of Macresco Ltd

Wednesday 07 March 2018
Our MSDP host is
Cranfield University

LEAN is a proven organisational change and business improvement methodology. This event aims to provide an understanding of the principles of LEAN through looking at its application in an Higher Education Staff and OD environment (an opportunity for us to look at the subject from our collective viewpoint).

With the generous assistance of an SDF Collaborative Development Grant we have managed to keep the cost to an absolute minimum of **£49 per person**.

However, places are limited so please book early to avoid disappointment! You must book to attend.

Outcomes

Attendees on this event will not only gain an appreciation of how lean can be used in their institution but also how it can be applied to their own working practices and change projects. They will have an awareness of tools and techniques that can be used to ensure that they are constantly and consistently delivering value to users of their service.

This interactive course will encourage participants to link their learning to their workplace. To aid this, it is beneficial if attendees have taken time, prior to the course, to reflect on the services they are providing in their institution. As we work through the day introducing concepts, tools and techniques participants will be asked to use this information to help imbed their learning.

Course content

1. Value Understanding	Identifying the needs of the customer. Rather than trying to answer what the customer says they need this is about helping you to ask questions to gather a better understanding of what the problem/improvement the customer is trying to resolve. Through this understanding you can better understand the development need if indeed there is one.

2. Value Analysis	Introducing the concept of Quality Function Deployment (QFD) to help analyse how the current development offering meets or does not meet customer requirements. Also how this tool can be used to understand what areas should be developed for future delivery, gaps in the offering that need to be filled and areas which are currently not needed.
3. and 4. Value Delivery	Using the concept of Runners, Repeaters and Strangers looking at how best to target development to ensure the right product is being delivered to the right people at the right time. Also thinking about the 80/20 rule and how to be responsive where a requirement is, legitimately, not "off the shelf".
5. Improving the Value	Being able to get feedback that actually helps to shape the offering to ensure it constantly and consistently meets the needs of the customer. Also looking at what is happening in the sector to predict what requirements could be coming and using QFD to prepare future development needs. Ensuring that the service is responsive so reflecting on OD processes and practices to ensure they help and not hinder the delivery of development needs.

Practical tools

- Quality Function Deployment (Q F D) – analysis of needs against existing services
- Root cause analysis - to help identify the need to be addressed to ensure delivery of the right service
- Runners, Repeaters and Strangers (RRS) – delivering the service in a way that best suits the needs
- User Feedback – ensuring that suitable, usable feedback of the service is obtained and used to continuously improve the offering.

Participant Feedback **Feedback gained from OSD event held 24 Aug 2017 We are very grateful to Lorna Prince (University of Stirling) Chair of OSD for her support.**	- Good well-structured content and exercises - Great discussions and great to really look at OD with lean – very relevant - Refreshing to talk about processes within OD – people sometimes think we are all just about touchy-feely - Great to work with colleagues across the sector - Been a productive day where I learned some great new ways of reviewing how we interact re clients wants and needs. - Great and valuable to bring this topic to the group – hopefully will spark further discussion and activity

About Christine Stewart of Macresco Ltd

Christine Stewart is the MD of Macresco Ltd. www.macresco.co.uk.
Christine is an experienced lean practitioner and has been working in the world of improvement for over 20 years (manufacturing, financial and higher education sectors). She has experience in working with organisations to develop their strategic plans for improvement, reviewing and developing processes to deliver customer value and harnessing the knowledge and experience of staff to implement sustainable change.