

What is Lean, how relevant is it, and could it work for me?

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www.st-andrews.ac.uk/lean

What is Lean

- Properly implemented, it is a **philosophy of work**.
- The right **people continuously searching** for the **simplest** and **smoothest process** in order to meet **customer needs perfectly**.
- An approach that has grown from **manufacturing roots** to **service industry** and **public sector** applications.
- It is related to **Agile** and **Six Sigma**.

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How relevant is Lean

- It provides a way of responding to the growing need to **deliver more** while **consuming less**.
- It uses **cultural change** to deliver dramatically **improved service** and **decreased costs**.
- By **involving people** at the right level it **develops a sense of ownership** for work.
- Unexpectedly, it is also developing **team working** within departments, **making the University smaller**, and **increasing morale**.

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What does Lean look like?

- Student Status **Confirmation Letters**

Video: **Part 1**

<http://www.st-andrews.ac.uk/lean/Projects/leanmovie/>

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What happens in a redesign?

- The **current process** is mapped.
- **Data** about the current process is reviewed.
- **Options** for alternative approaches to a process are identified and analysed.
- A **future process** is designed and implemented.
- An **action plan** is formulated for outstanding tasks.
- The project team **presents** the new process.
- **Work** begins.

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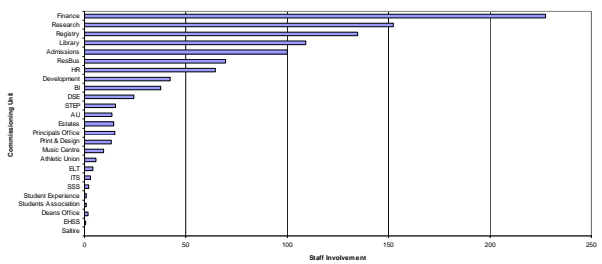
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What results does Lean get?

- Better **service to Students.**
- **Simpler administration** for Academics.
- **More time** for staff to spend doing the **important stuff.**

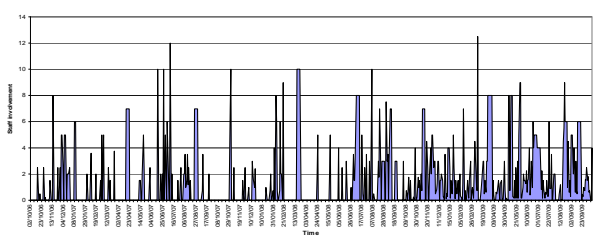
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Staff involvement in Lean projects by commissioning Unit

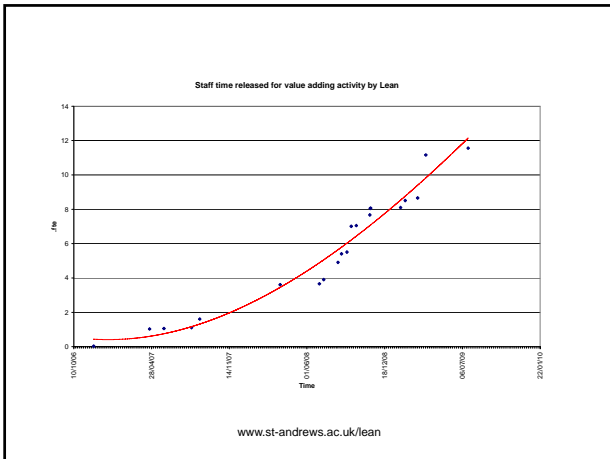


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Staff involvement in Lean projects by Time



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Could it work for me?

- It is easy to get the benefits of some Lean tools, but it takes **unshakeable management commitment** and **hard work** over an **extended time** to start to become truly Lean.

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