

# Lean in the Service Industry

## kinetik solutions

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Version 2



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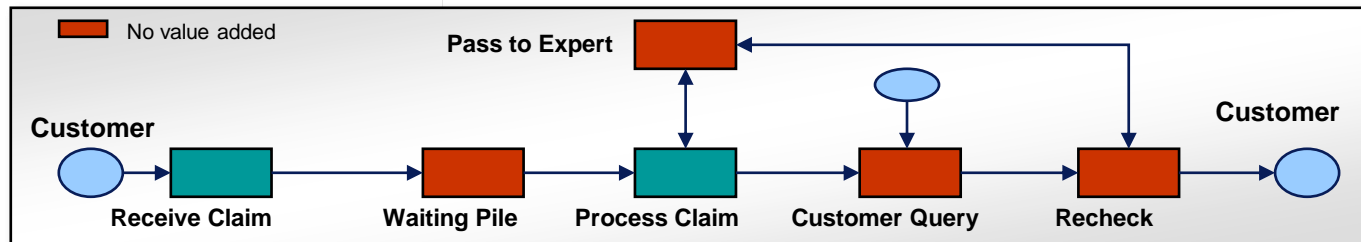
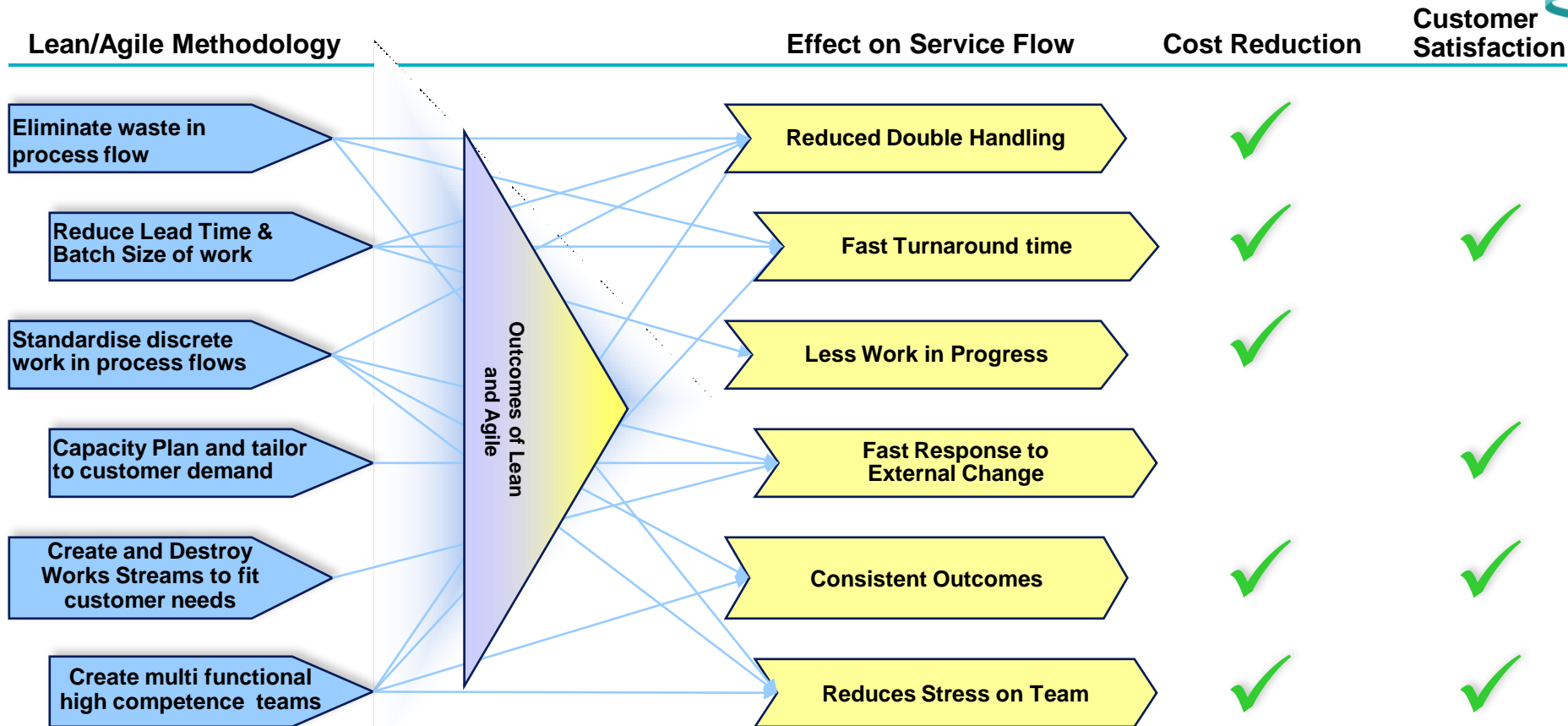
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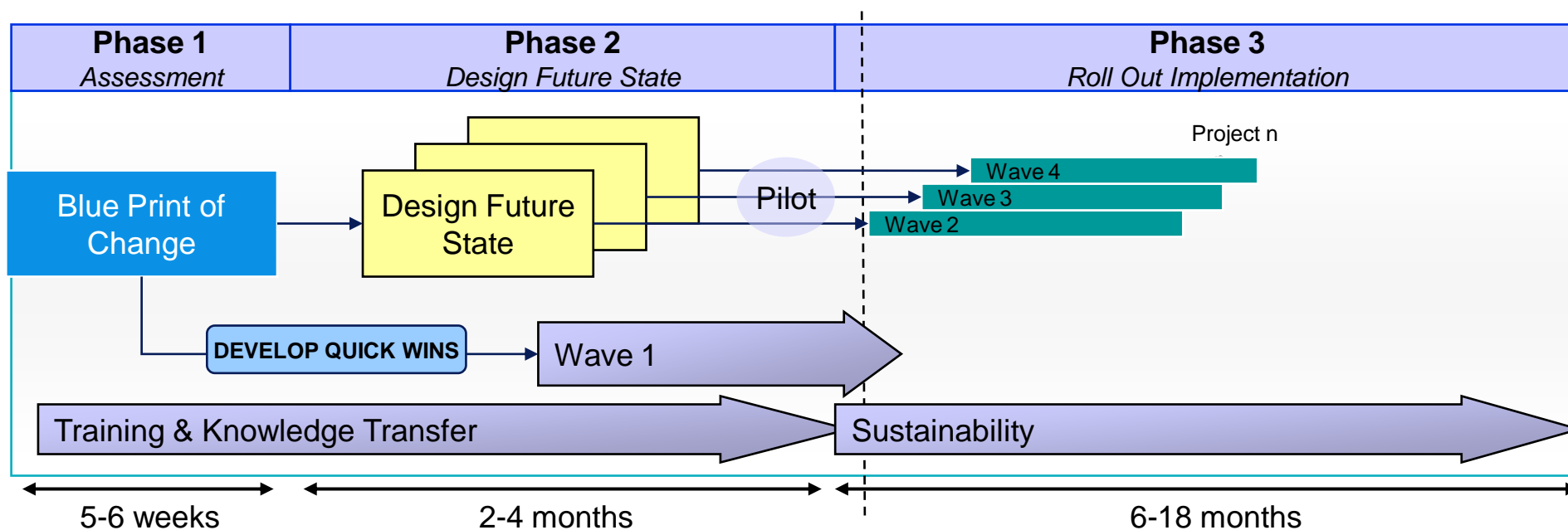
# Lean Solutions developed over 20 years in 'industrial' environment are easily transferable to Service Industries





## The approach is based on early 'quick wins' and a phased approach to implementation

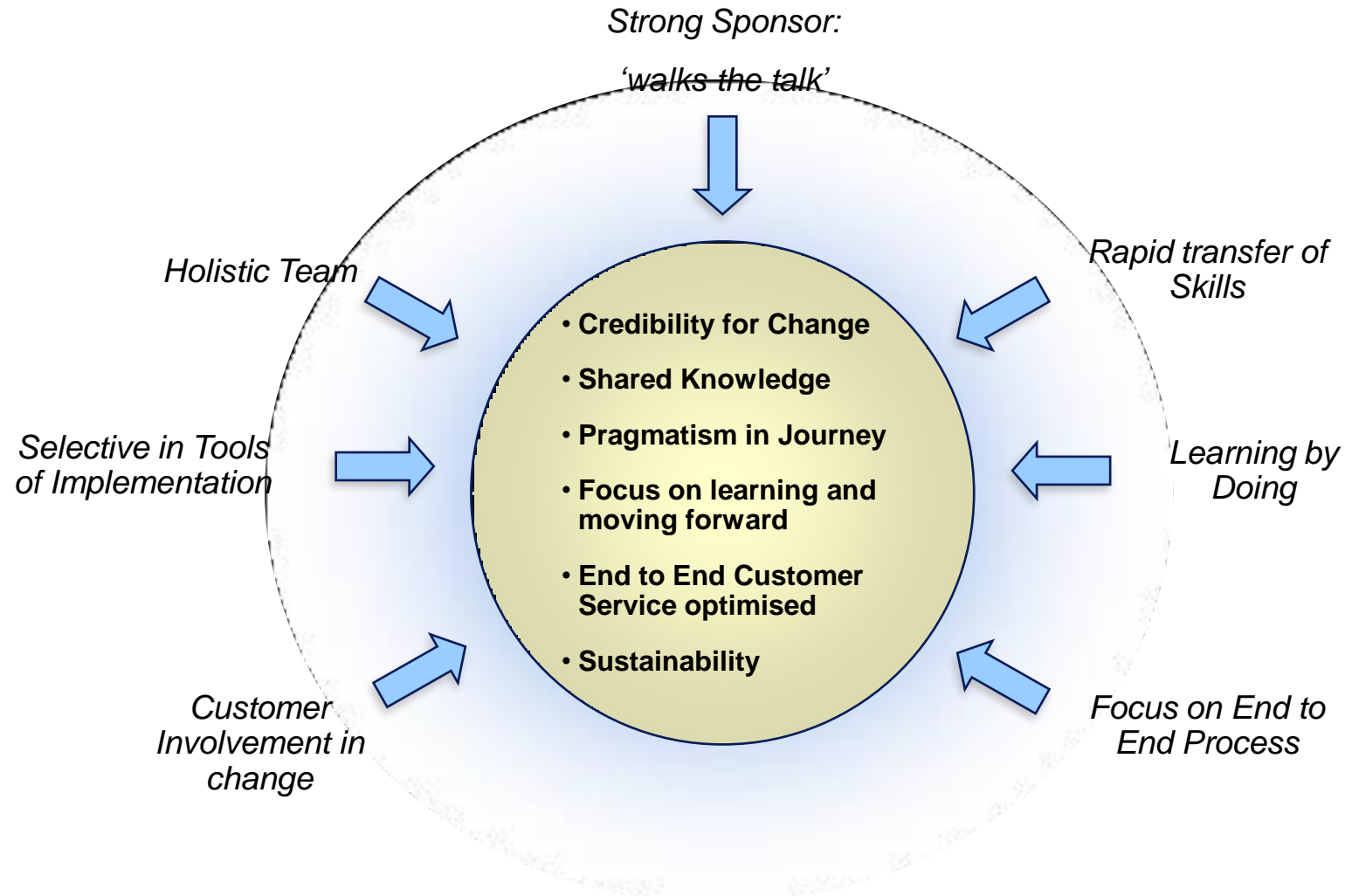
- Our approach is based on our proven methodology that generates immediate benefit




*Lean Change does not need long analysis, strategy and planning before commencing.*

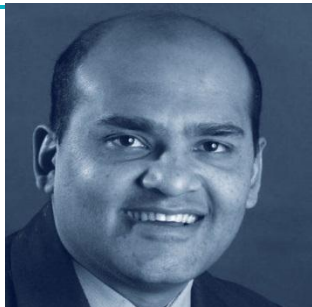


# Several Critical success factors will ensure long term value realisation for Lean



# Consultancy profile

- Established in 2007, kinetik solutions delivers complex change for large organisations in the public and private sectors.
  - Our team consists of highly experienced consultants, each with over 10 years change management experience in blue-chip organisations or a 'big 4' management consultancy.
  - We continually invest in learning to offer the latest thinking in transformational change to our clients. We run regular public events on Lean learning for our NHS clients, and are members of:
    - Lean Enterprise Group
    - Deming Alliance
    - Operational Excellence Group
    - Enterprise Thinking Group
- 



**Ketan Varia**

Operational Strategy,  
Transformative Change



**Herald Voorneveld**

Process Excellence, Lean, Six  
Sigma



**Rob Worth**

Process Improvement,  
Lean, Technology



**David Thomson**

Change Management,

Organisation Learning



**Paul Frobisher**

Process Innovation, TRIZ, Six  
Sigma



**Alan Clark**

Process Improvement,  
Systems Thinking, Training



**Ian Robertson**

Lean, Six Sigma,


Training and Coaching



**Maria Gilgeous**

Operations Design, Supply  
Chain, Lean

# Our solution areas

- **Complex Transformation Programmes**  
We make change happen in a sustainable way
  - **Systems Implementation**  
Integrating process and IT change to achieve operational effectiveness
  - **Operational Design and Improvement**  
Strategic design for complex processes and their implementation
  - **Facilitated Workshops**  
Fast, informed decision making, from strategy to continuous improvement
  - **High Performance Teams**  
Creating shared purpose and commitment for superior outcomes
- 



# We work with a range of clients

