Lean in the Service Industry kinetik solutions

April 2014

Version 2





www.kinetik.uk.com



bebetter@kinetik.uk.com



020 3397 0686

Kinetik Solutions Ltd
Registered in England & Wales, No 6067771
Registered Office
86-90 Paul Street
London
EC4A 2NE

VAT GB 839 9186 67

The Service sector faces twin challenges of improving total customer service and managing costs

- **Customer are demanding service excellence:**
 - Poor customer experience costs the economy £15.3 billion
 - Oracle Report notes that 81% of customers would be willing to pay more in order to receive superior customer service
 - Sage UK reports that 53% of UK businesses believe that customer service has become more important over the past 12 months
- Social media is becoming a platform in which informal reviews are made widely accessible:
 - 46% of customers aged 24 and below use social media to air their grievances (notes Ratuken's report) (Source: http://www.businesszone.co.uk/blogs/andyhanselman/compete-or-get-beat/25-customer-service-statistics-2012-help-you-2013)

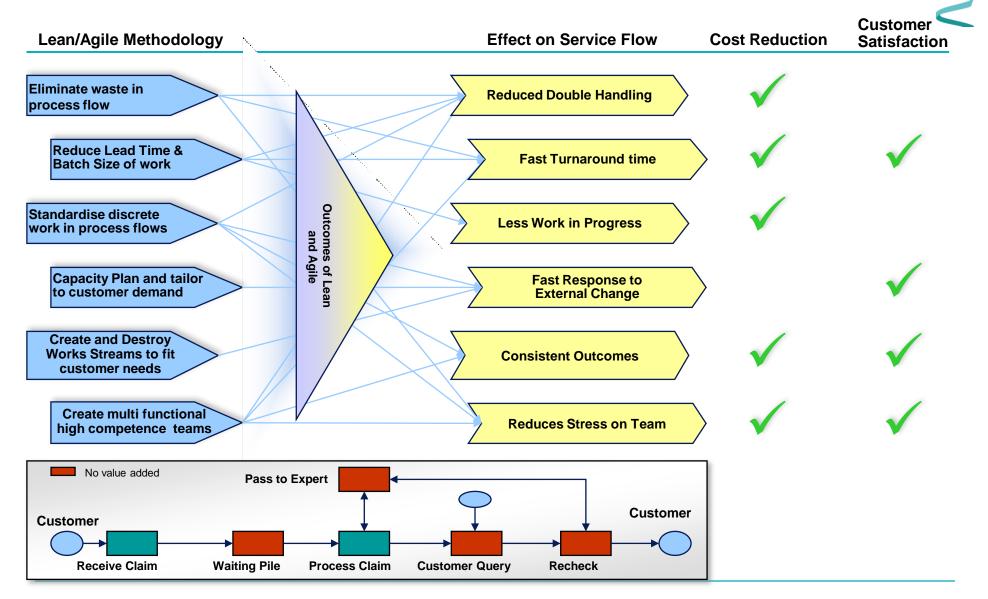
- Huge variety of product and 'special cases' which seems to make creation of standard flows and processes 'impossible'
- **Employees in the industry work at different** levels of competence.:
 - Lack knowledge or initiative to solve problems relative to customer expectations
 - Silo Environments exist: Individual Problem experts rather then Process experts
- Efficiency is poor, with high levels of rework in Back Office Services
 - Up to 20% of work done is non value added or rework

Resolving Customer requirements seems to be in direct conflict with reducing costs!

- 2 -Confidential not to be used without consent

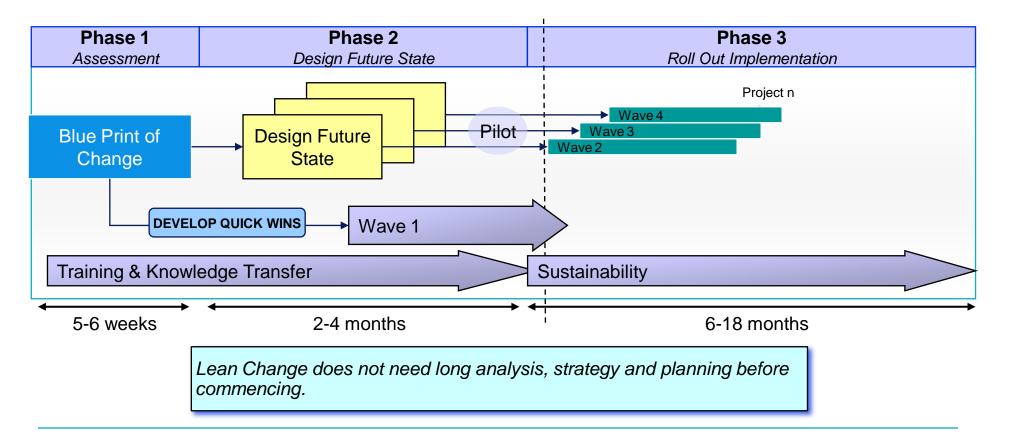
kinetik solutions

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



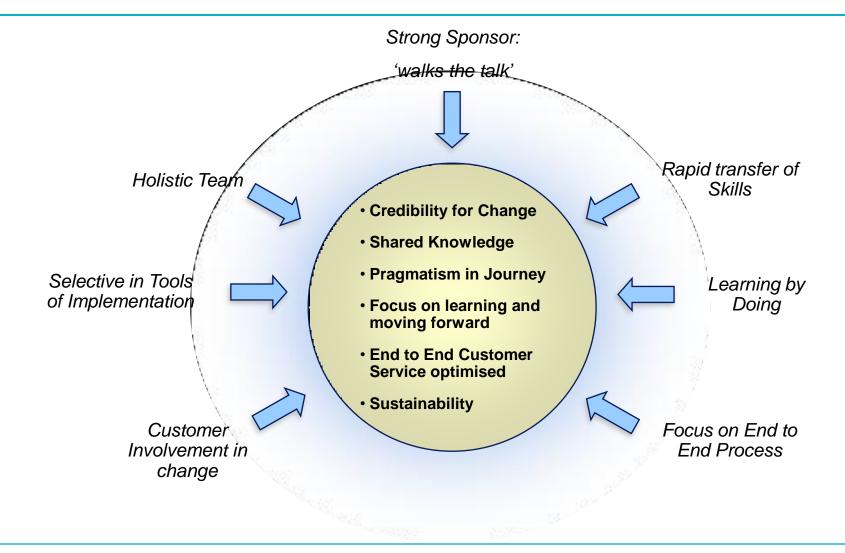
The approach is based on early 'quick wins' and a phased approached to implementation

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



ik solution:

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



Consultancy profile

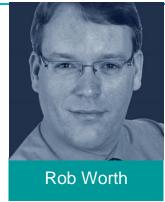
- Established in 2007, kinetik solutions delivers complex change for large organisations in the public and private sectors.
- Our team consists of highly experienced consultants, each with over 10 years change management experience in blue-chip organisations or a 'big 4' management consultancy.
- We 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



Operational Strategy, **Transformative Change**



Process Excellence, Lean, Six Sigma



Process Improvement, Lean, Technology

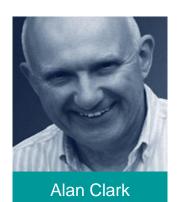


Change Management,





Process Innovation, TRIZ, Six Sigma



Process Improvement, Systems Thinking, Training



Lean, Six Sigma,



Operations Design, Supply Chain, Lean

Training and Coaching

- 7 -Confidential not to be used without consent

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

















