

One Day Lean Simulation for Service Improvement



kinetik solutions

Struggling to improve productivity, while reducing employee stress?

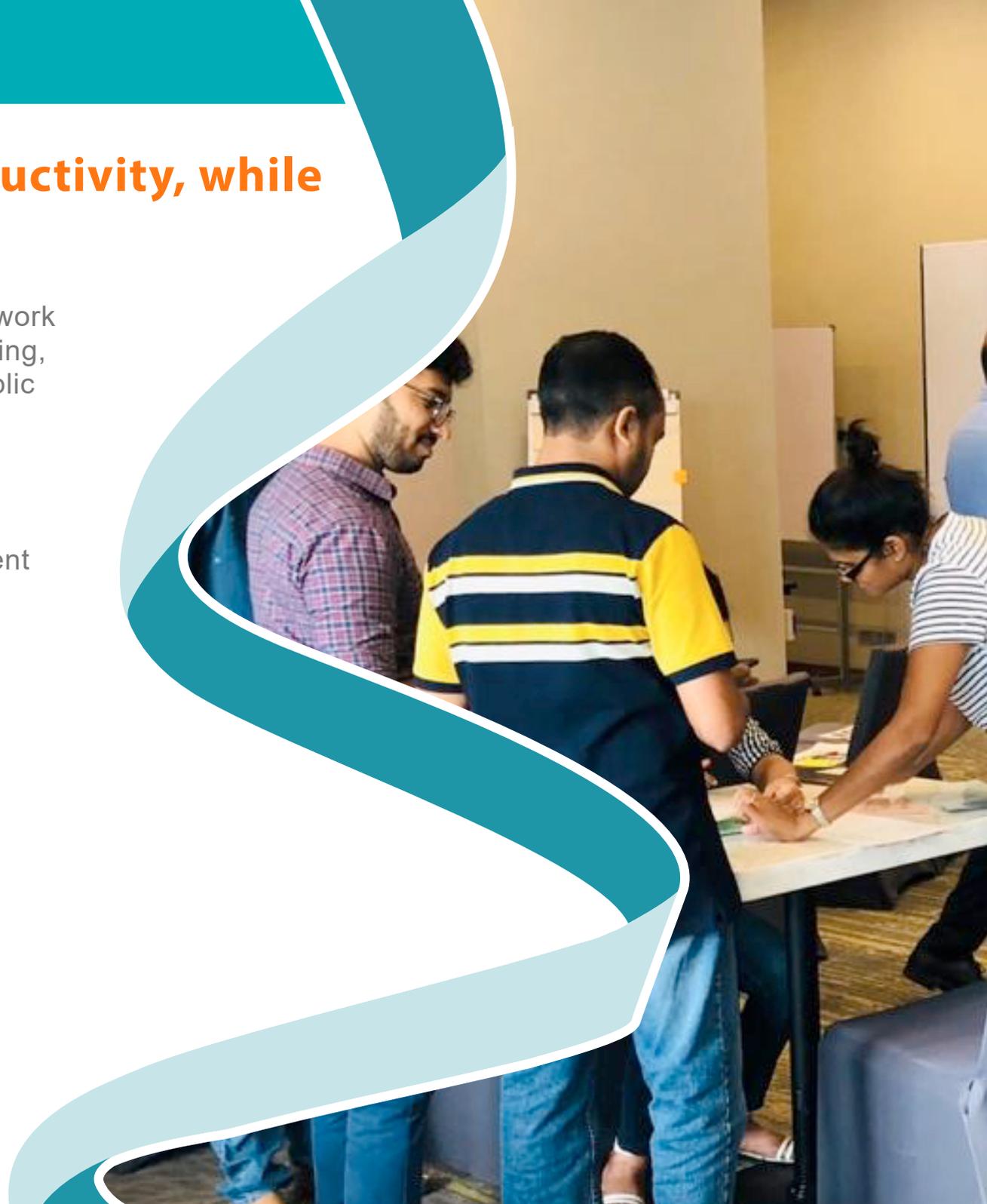
This simulation will provide deep insight if you work in the service sector including; Finance & Banking, IT Service Management, Support Services, Public Administration and Equipment Rental.

Participants through their own efforts will experience at least:

- 50% increase in reputation from improvement in customer experience
- 100% improvement in productivity
- 75% improvement in quality
- 50% reduction of process stress

What you will learn from the Simulation:

- Enhancing Customer Experience & Value
- Improving the 'end to end' Process
- Learn the 5 principles of Lean
- Removing Waste from Process
- Opportunities for Digitilisation
- Optimising Compliance Requirements



The Lean Service Simulation will be a valuable investment.

The simulation is ideal as part of an 'away day' for your company or part of your Learning and Development Programme. The simulation takes around 4 to 7 hours, depending on your learning needs.

The Lean Service Simulation describes a fictitious Insurance company, *InsureFlow*, which specialises in asset insurance and trades internationally.

The simulation is run over three or more rounds, and is highly engaging and fun. It is run in a way where each round of the simulation builds a new learning experience. At the end of each round measurements are taken, creating opportunities to discuss underlying process opportunities. These simulation measurements are all connected to the *InsureFlow's* goals, including revenue enhancement, productivity, space utilisation and quality outcomes.

The scenarios in the simulation are typical of a service company's processes and have been built on decades of experience in delivering operational excellence by our team.

	ROUND 1	ROUND 2	ROUND 3
2	2	2	2
10	10	10	10
1	7	7	7
9	8	8	8
16	16	16	16
3	8	8	8
ERR DETECTED	1	7	0
TIME	—	—	—
LEAD TIME	20	12	6
	20	7	3
PROFIT & LOSS			
INCOME	\$ 1075	\$ 10,000	\$ 12,000
COST (9x\$400)	\$ 400	\$ 1,200	\$ 0
COST (7x\$700)	\$ 675	\$ 8,800	\$ 12,000
	300%	8/7 = 114%	0%
	5/10	8/10	8/10
	7/10	9/10	9/10
EFFICIENCY EC/d	1/9 = 0.1	7/8 = 0.9	9/5
SPACE UTILISED	1/16 = 0.06	7/16 = 0.44	9/16

Your investment in the simulation

£1500
launch offer

A good investment for running the simulation (includes set up and reasonable travel time).

The simulation will be facilitated by one of our senior consultants, who have extensive knowledge of Process Improvement.

Up to 20 of your staff can participate, making it a value for money investment per person.

Following the simulation you have the option to purchase the simulation kit at a 20% discount for your in-house use, with a full set of instructions for the facilitator.

Contact us at bebetter@kinetik.uk.com or call us on **0203 397 0686** to arrange a date to run the simulation.

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Consultancy Profile

kinetik solutions is a UK based management consultancy. We provide business transformation, process excellence and change management within operational settings. We have delivered work to several large and multi-national organisations around the world and have an international pedigree of experience including Australia, Brazil, China, Mauritius, Sri Lanka and (naturally!) Europe.

We are the catalyst for operational change. In order to make change effective for our clients, **kinetik solutions** has developed three solution areas which can be adapted for your organisation. We take pride in working with clients for sustainable results above all else. Each member of our team has extensive experience in large scale transformations in both private and public sectors with at least 10 years of senior business or consulting experience. Most importantly our team can blend in and work within different cultures and leadership styles.

We craft our work based understanding “on the ground realities” in combination with our experience and commitment towards perfection. We work in collaboration at all levels of your organisation, making our work value for money. We believe that the best way of embedding change is to help you develop a clear vision of future state, engage with your change team and support you in shaping projects. We believe in keeping you always in charge and depart as soon as your team is able to sustain itself.

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Our solution areas



Transformational Change and Operational Excellence

Creating the right change approach, implementation design and process excellence



Technology Leverage

Utilising technology that allows operational excellence, increases digital value or develops new insight



Creativity and Learning

Learn digitally, extend your thinking and collaborate



What they say about working with kinetik



“You have well and truly kicked off the beginning of our culture change. The vast majority of the feedback that I have received so far from the stakeholders, including General Managers for countries that have been completed, has been overwhelmingly positive.”

– Divisional Vice President, ADP



“This was a critical project for EMI and required a significant shift in culture within the company. The skills you brought to the role contributed greatly to the success of the project. Facilitation skills are first-rate and they really reduced resistance in the workshops before, during, and after the project implementation.”

– Programme Director, EMI Music



“Delivery was top-class. We have found in Kinetik, a partner whom we feel we can really work with going forward to help us with our Lean journey and add value to Nations Trust Bank.”

– Chief Operating Office, Nations Trust Bank, Sri Lanka



Want to find out more about kinetik?



70% of businesses fail to deliver transformational change successfully, repeating familiar mistakes over and over again. Dynamic and potent, this book, written by our director Ketan Varia, focuses on a proven holistic approach to implementing, dealing with and adapting to change.

Buy our book on change management.

Read about our credentials, solutions, ethos, team and insight on:
kinetik.uk.com



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