

ECO Surv



INDUSTRY

Software / IT

Energy / Utilities

SERVICES

Lean Management

OUTCOME

£100,000 identified improvements

“All fourteen members of staff took part on the programme that completed in September 2019. Rather than a single improvement projects the team decided to run several smaller improvement projects. Between the several projects a total of £140k of savings and improvements were identified”

Since 2013 ECO Surv have been revolutionising the way the energy efficiency and renewable industry operates through intelligent software and mobile solutions. The ECO Surv platform is a full end-to-end workflow management solution for the Energy Efficiency, ECO and Renewables industry. Our Mobile Surveying applications and cloud-based platform allows for a streamlined route from lead generation to survey, compliance checking, installation, submission and obligation reporting.

Lean Project

As a growing SME, ECO Surv planned to engage the whole workforce on the RKMS Lean programme, as they wanted to develop a lean culture in all aspects of the business. This was a planned strategy to compliment the Energy and Renewables sector that they serve. Fourteen team members took part across the following areas.

- The Senior Management Team & Directors
- Financial Management
- Design & Development Office
- Sales Team
- Operations Support
- Quality & H&S

As the company created sub teams to work on a range of improvement projects as they worked through the apprenticeship programme a range of improvement projects were developed including.

- Streamlining the Onboarding process
- Improving operational planning to maximise customer support & income
- Improving technology for customer support and increasing operational capacity
- Developing improved support data to improve customer interfaces
- Improving the design & development process
- Creating new processes for improved financial management and strategic decision making

Outcome(s)

Tangible benefits were recorded in excess of **£100k** across the range of projects which represented almost **15%** of the financial turnover at the time.

Cashflow also improved significantly, allowing the company to re-invest for substantial growth as they bring new innovations to the marketplace.

Teamworking and transparency of processes have been enhanced to new levels.