

# CASE STUDY



## Client

Large NW Local Authority & Housing Association  
(Environmental Services Dept)

## Testimonial

“This is the best £XXX this Council have ever spent in their entire history”

## Project Details

Prior to completing the programme, the day-to-day delivery of the XXX-bathroom replacement contract had many disconnects resulting in, complex and clumsy processes, long lead times, high levels of waste, rework and customer complaints, low levels of customer satisfaction and financial strain.

Over 8 months the project focussed on bringing together a number of multi- functional teams to develop improvement initiatives across the bathroom replacement division through lean thinking.

## Lean tools used

- 3 M's & and 7 wastes analysis
- GEMBA (waste walk)
- SIPOC
- Process Flow diagrams (to identify value and non-value added activities)
- Cause & effect diagrams
- Pareto Analysis
- 5s Audits

## Project Title

Bathroom refurbishment project  
(Local Authority Housing)

## Image

The client wishes to remain anonymous but is happy to provide a reference

## Outcome(s)

Benefits to the Local Authority:

### Financial

**£386k** in efficiencies

**90%** reduction in monthly WiP valuations

### Efficiency

**<5%** job scheduling inaccuracies

Client rejections reduced by **70%**

### Time

Lead times reduced from 18 days to **6 - 8** days

Invoices - processed within **21 days**

### Quality

Tenant satisfaction increased to 100%

**75%** reduction in Client 'day to day' enquires/complaints

This programme is now available co-funded with a Government contribution of 90% via the apprenticeship scheme. For further details call **01253 808380** [info@rkmsuk.co.uk](mailto:info@rkmsuk.co.uk)



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