

# CASE STUDY



An award-winning house builder in Scotland since 1925, Mactaggart & Mickel have diversified into contracts, timber systems and commercial property lettings.

“Our Lean Team consisted of individuals involved in different parts of our business, site staff, office staff and sales staff and gave us a unique opportunity to work together to capture different views on our customer excellence procedure. Lean Training helped us identify the potential financial waste involved in our current procedure and pinpoint ways to improve the customer experience. Our recommendations are already being implemented and may even have helped us win house builder of the year in the Scottish Home Awards 2011”



### Lean Project

Mactaggart & Mickel assembled a new team to focus on reviewing the current Customer Excellence procedures.

The team objective was to identify ways to improve the customer experience whilst reducing the number of times customer homes are revisited for the repair of defects.

A series of Problem Statements were created and communicated across the business:

- The customer experience is not always as good as Mactaggart & Mickel strive to achieve
- Current procedures are not being adhered to consistently resulting in unnecessary costs and negative impact on the customer
- Sufficient data is not being produced and recorded accurately

The team went on to create an objective statement to address the above issues:

### Outcome(s)

The analysis that the team carried out demonstrated potential waste of **£16,000 p.a.** in remedial costs on one 30 home site.

This equates to **£536 per home** and has the potential to generate **£161,000 p.a.** of total waste across the business at peak times.

In addition to this a site programme delay can cost the company as much as **£30,000 per month.**

With a turnover in excess of £50m these figures make up a tiny fraction of activity however the company are committed to applying Lean in every aspect of their business setting world class standards. Data will be continually monitored to demonstrate financial gain and improved customer satisfaction.

During the project a carbon footprint was carried out for on-site electrical consumption with a measure of **449,076 kWh** electricity usage calculated (**244.8 tonnes CO2e**). This has provided a benchmark for future carbon reduction strategies.

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)

