

## CASE STUDY



Established in 1995 Underground Inspection Services is a provider of CCTV pipeline surveys, drain and sewer cleaning and associated services. The company has gained a reputation for providing clients with reliability supported by high standards of customer service. A comprehensive range of services are provided to the water authorities, construction, manufacturing, major utility providers, facilities management companies and councils.

“The Lean Management Programme allowed individuals from various parts of the business to come together to identify waste and to help improve/eliminate it. The Lean Workshops helped us to successfully improve our processes and reporting procedures. We are confident that the skills we have learned will help to drive to business forward in the future.”



### Lean Project

Lean Management is very much a new concept to UIS so the objective of the programme was to integrate a cross functional team into a mind-set of process improvement. As the team engaged in the process we decided to focus on the measurement of plant utility.

- Reducing the time waiting for signatures for PO requisitions and creating PO's online
- Improving the flow of paperwork through to administration from the workshop
- Improving the flow of materials to the workshop – tracking of purchases
- Organisation of vehicles for materials and consumables availability
- Better management of tooling
- Improved management of agency drivers to maximise vehicle utilisation
- Reduction of paper work with better use of electronic data
- Reducing postage costs with more electronic invoicing
- Improving co-ordination of sales quotes to maximise vehicle utilisation.

### Outcome(s)

The team presented charts showing the day rate for each vehicle and from this they worked out utilisation percentages based upon a standard working day. It was noted that this can be surpassed with out of normal hours being worked but the key objective was to maximise sales income on normal hours initially. Once this had been achieved it was decided that for reporting processes the vehicles should be grouped into Vans, Jet or HGV categories.

As the data was collected an overall efficiency measure was documented for a calendar month and this could be further broken down for measure for each grouping, and then eventually to each vehicle. Pareto charts were developed to show the levels of utilisation in a visual and summarised manner.

Plans are now in place to focus on increasing utilisation to the high **60%'s**.

Overall every **1%** improvement in plant utilisation equates to approx. **£1,607** per month or **£19,285 per annum**.

If the company can achieve the peak of **68%** as recorded in August 2015 each month the potential for increased sales could be almost **£140k per annum**.

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)



Centre No: 045767



Approved HABC Centre



INVESTOR IN PEOPLE

