

DATE	TIME	LOCATION	ATTENDANCE	AGENDA
10/10/2018	14:00	Room 101	15	1. Welcome
11/10/2018	14:00	Room 101	12	2. Presentation
12/10/2018	14:00	Room 101	10	3. Discussion
13/10/2018	14:00	Room 101	8	4. Feedback
14/10/2018	14:00	Room 101	10	5. Summary
15/10/2018	14:00	Room 101	12	6. Next Steps
16/10/2018	14:00	Room 101	10	7. Meeting Notes
17/10/2018	14:00	Room 101	12	8. Action Plan
18/10/2018	14:00	Room 101	10	9. Review
19/10/2018	14:00	Room 101	12	10. Final Report

- 2 Fundamentals of Lean:**
- Continuous Improvement
  - Respect for People

**Becoming a Change Agent**  
(also known as "Working with the Business Improvement Team")

- Needs a real time commitment
- It works better if the whole team is involved
- Have clear goals
- Commit to continuous improvement

→ Web Page on StaffNet (under Policy & Governance) ←

Email: [businessimprovement@hbn.ac.uk](mailto:businessimprovement@hbn.ac.uk)

# Business Improvement

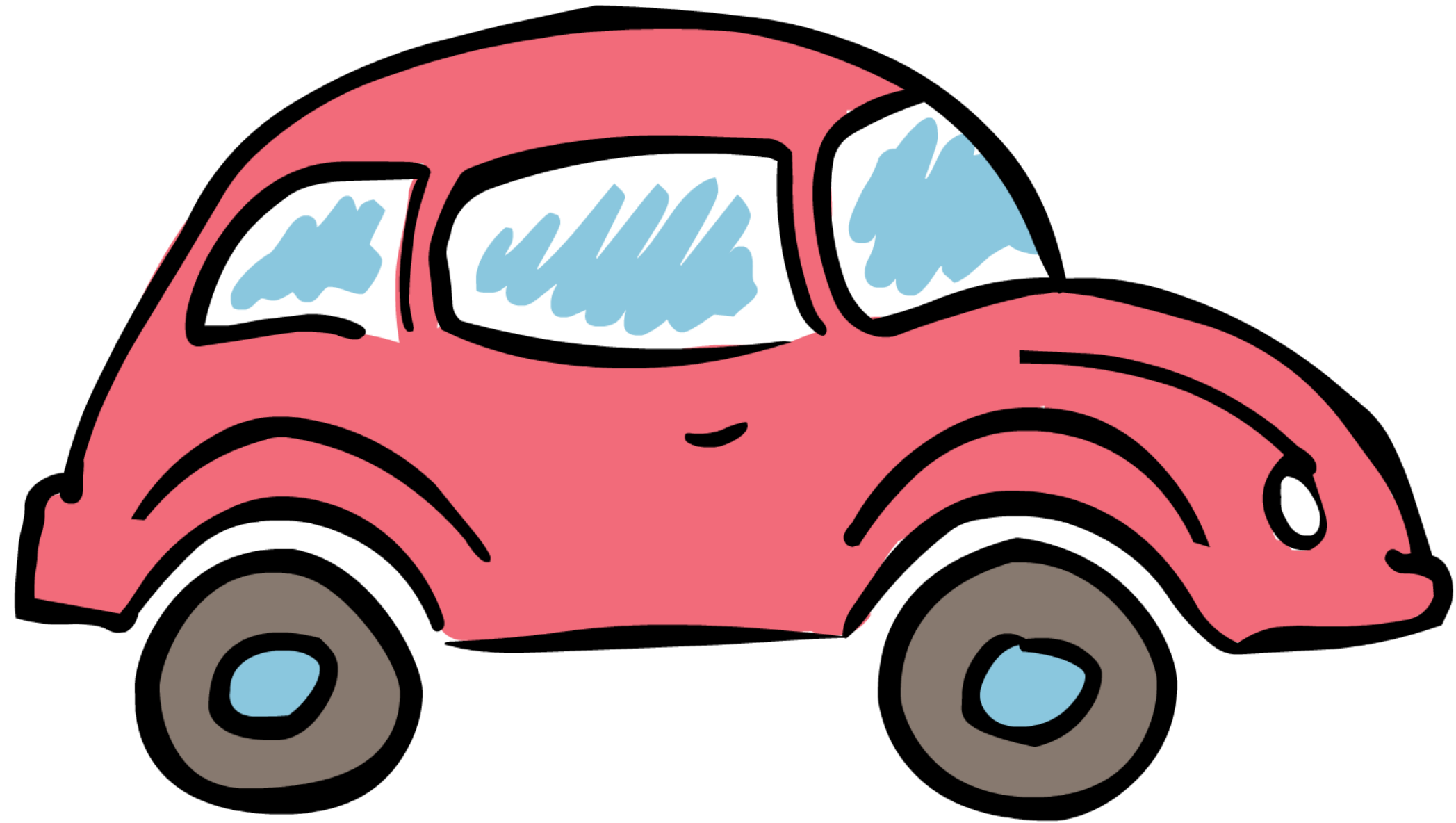
sound methods ➡ resounding results

From Tokyo to Aberdeen: What Can Car  
Factories Teach Universities?

*Helena Ziegler  
Business Improvement Specialist*

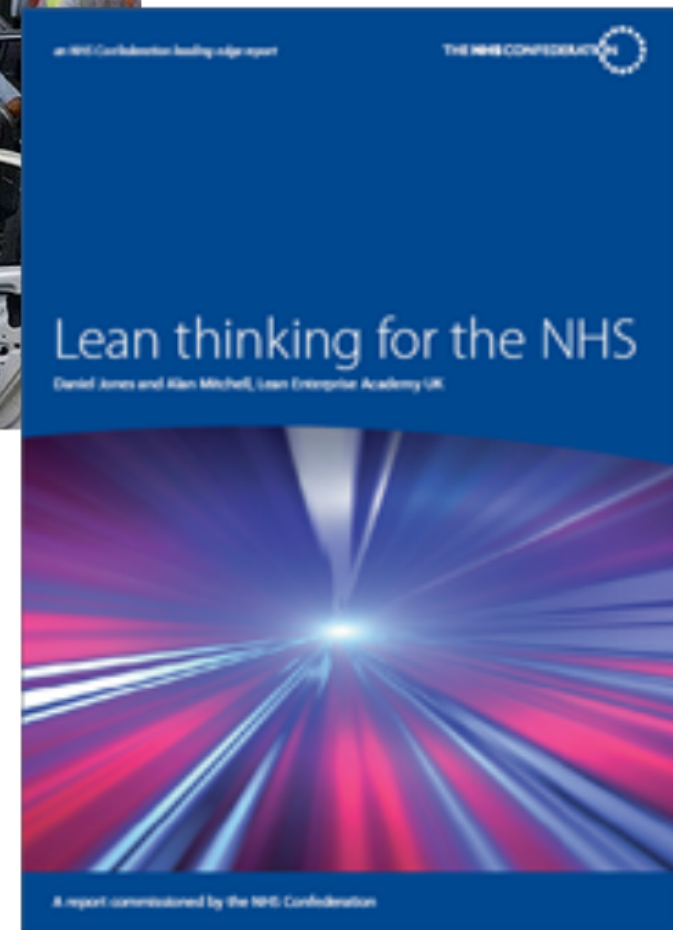
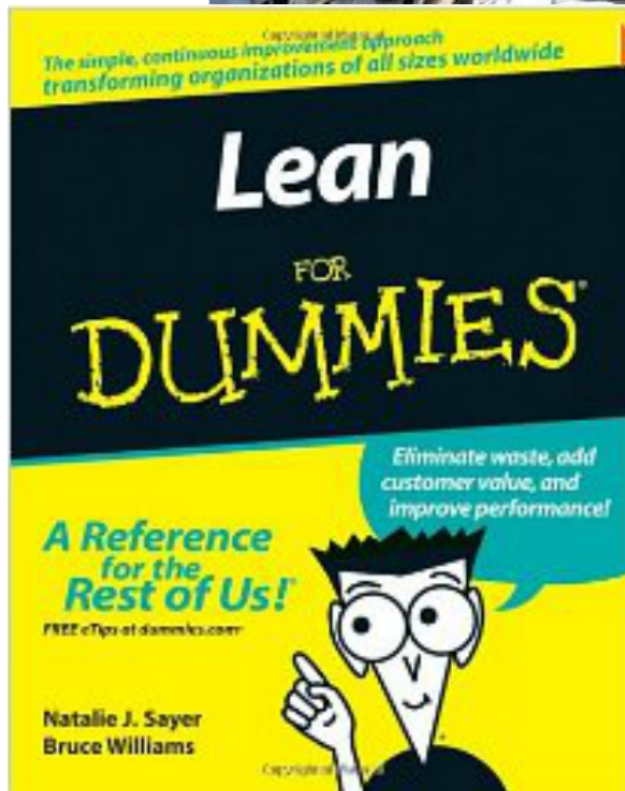
# From Tokyo to Aberdeen: What Can Car Factories Teach Universities?

*Helena Ziegler*  
*Business Improvement Specialist*



"Toyota Model"





## 2 Fundamentals of Lean:

- **Continuous Improvement**
- **Respect for People**





**VOICE**

# VOICE

Adding Value

Look for  
Opportunities to  
remove "waste"

Continuous  
Improvement

Always remember  
the "customer"

Employees know the  
processes best!

**Adding Value**


**Look for  
Opportunities to  
remove "waste"**

**Contin  
Impro**

for  
ities to  
waste"

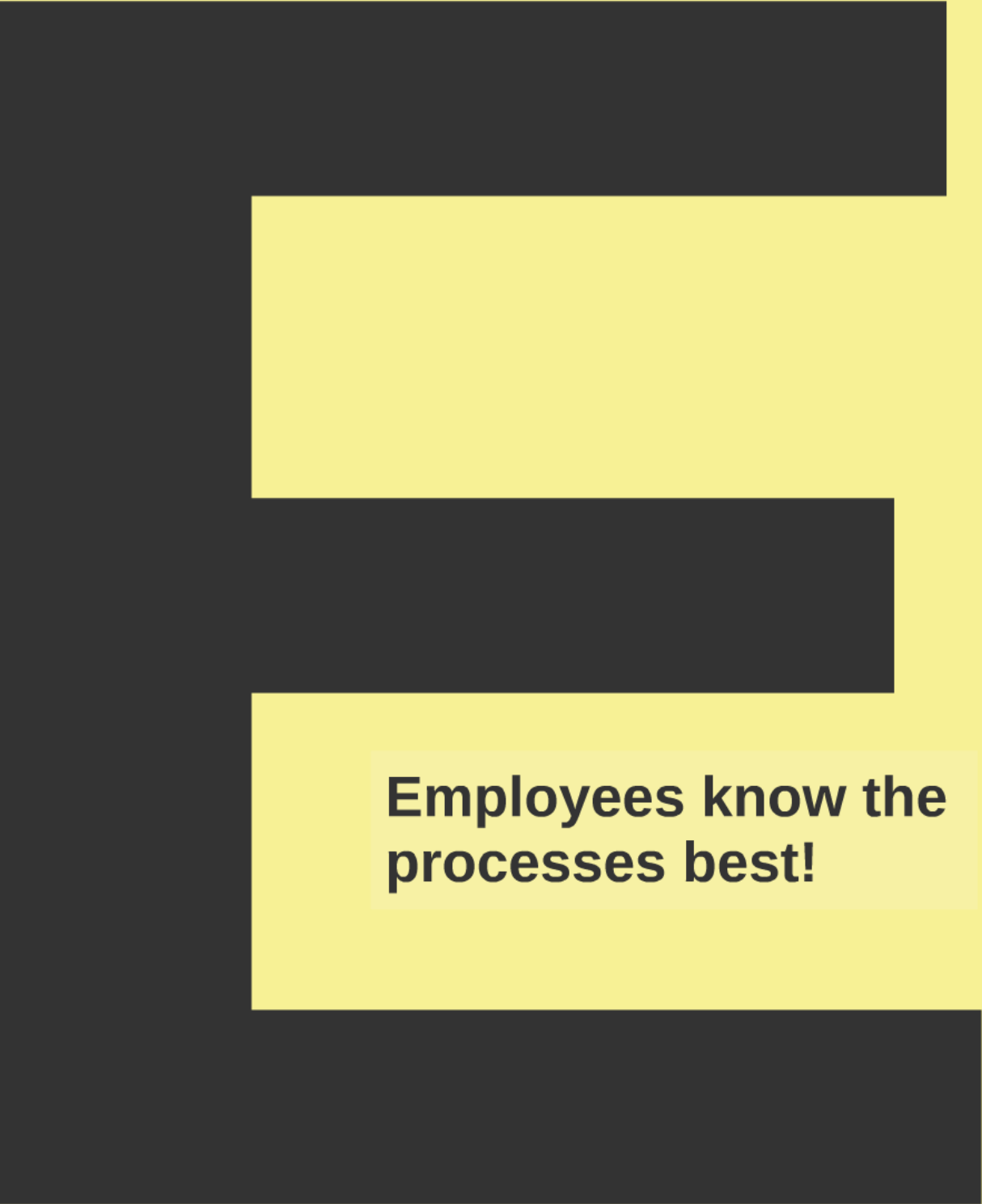
Alw  
the

Continuous  
Improvement

A large, dark blue, stylized letter 'C' is centered on a bright yellow background. The 'C' is thick and has a slight 3D effect with a shadow on its right side.

Always remember  
the "customer"





**Employees know the  
processes best!**

# VOICE

Adding Value

Look for  
Opportunities to  
remove "waste"

Continuous  
Improvement

Always remember  
the "customer"

Employees know the  
processes best!

How can we  
help you?











TEAM EXPECTATIONS

ENCOURAGING CHALLENGE

IMPROVE ASSESS BY SHARING IDEAS

STAYING TOGETHER TO MANAGE OTHER PARTS OF THE

LESS FLEXIBLE (ADMINISTRATIVE TASKS)

(ALSO NEW ROLES)

SOME UNDERSTANDING OF OTHER AREAS

SHARED "IN NUMBERS" CONTRIBUTION TO BE IT PART

MAINTAIN

DISAPPEARANCE

WAITING

N/A - NEW VALUE ADDED

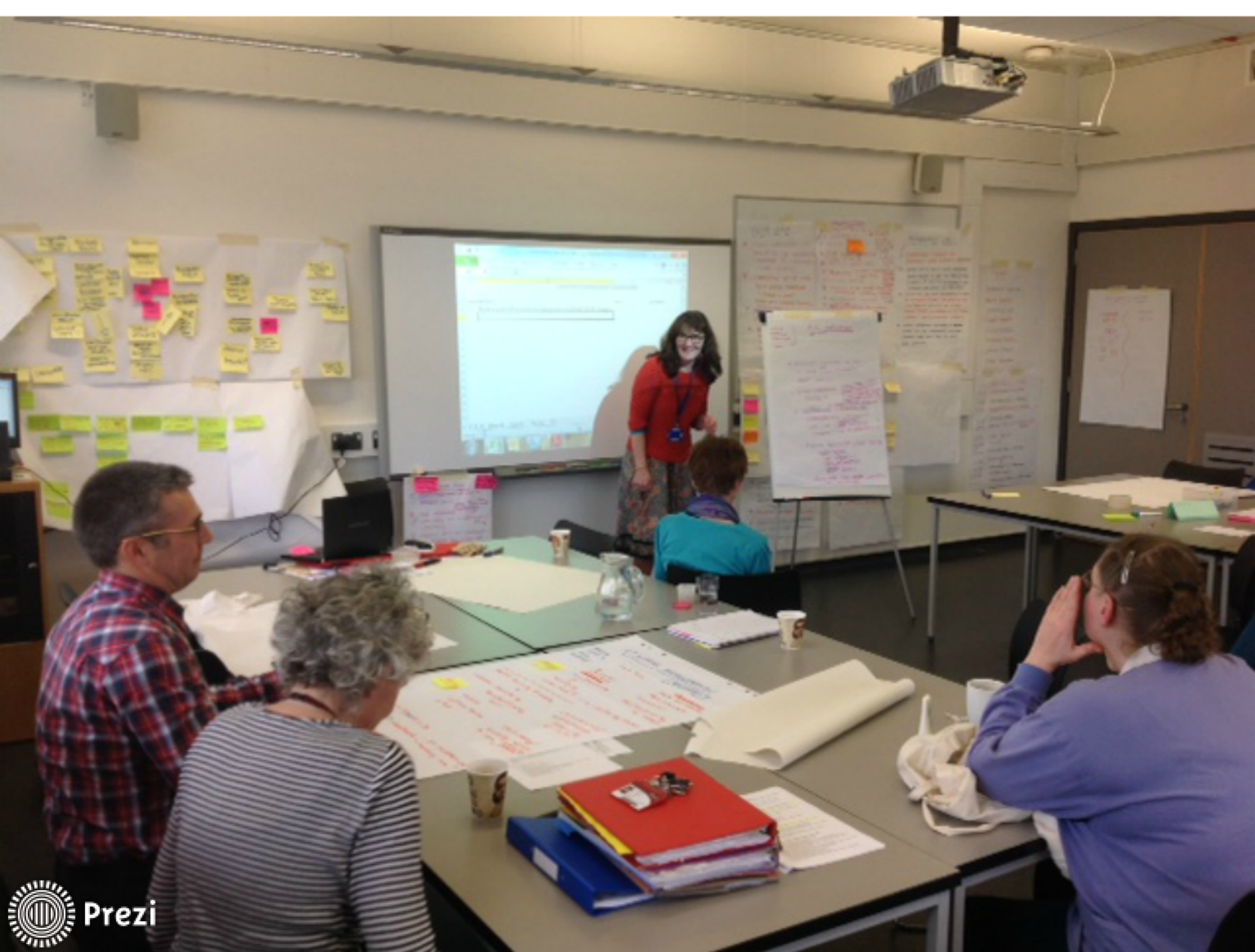
TRANSITION (WORKING)

INVENTORY

THREATS

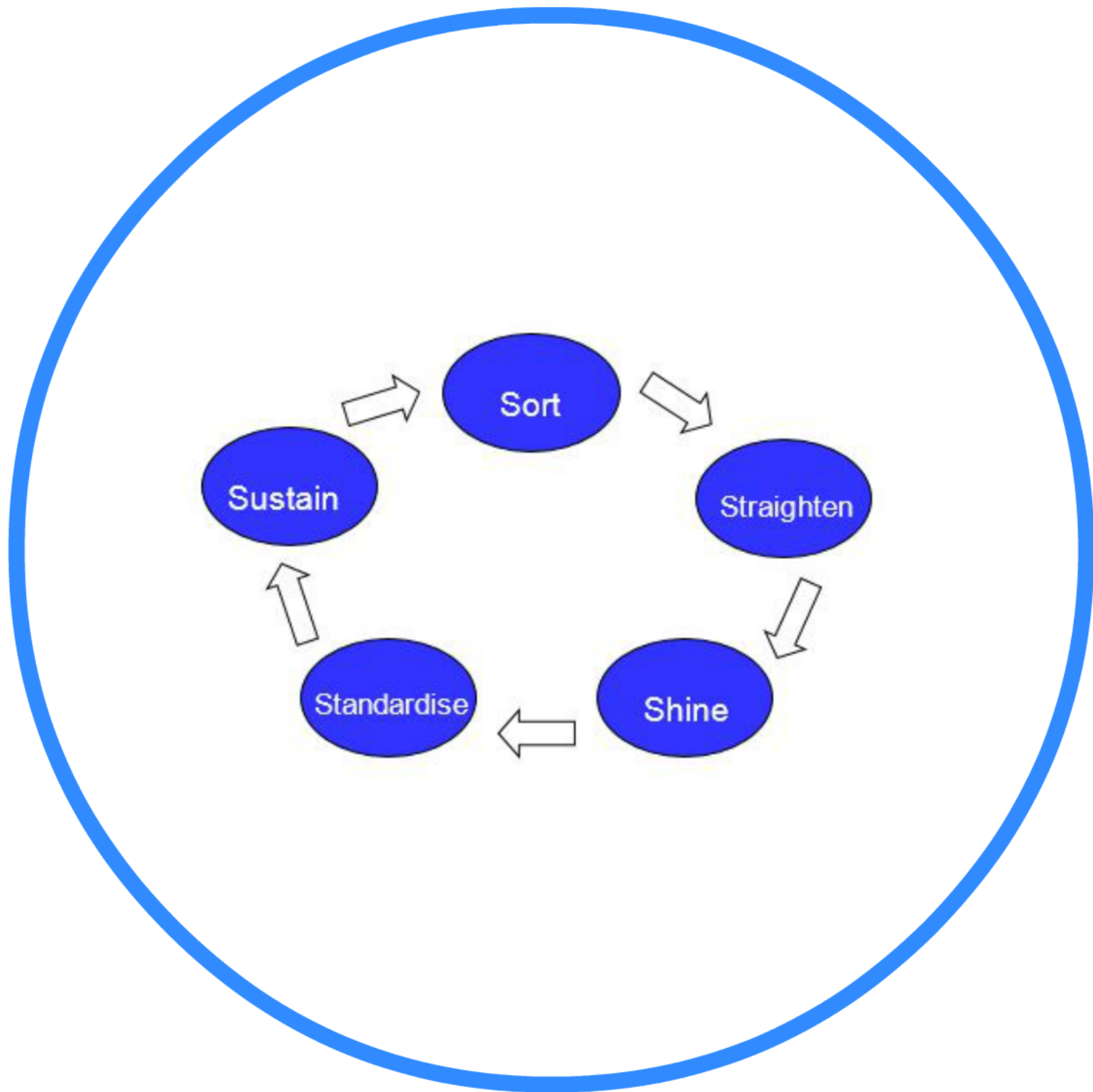
STAYING









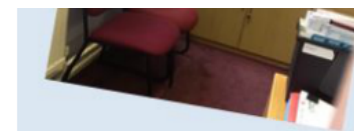




## Before / After







## How messy is your room?







# TEST STATISTICS 😊

	LAST WK	THIS WK
NOT STARTED	481	383
OUTSTANDING	560	467
COMPLETED THIS WK + RETESTS	30	117
COMPLETED TOTAL	668	749
TOTAL NO. TESTS	1225	1216
% TEST PLANS COMPLETE	54%	62%
SIGNED OFF TEST PLANS	33/123	64/127+

## ISSUE STATISTICS

	LAST WK	THIS WK
NO. TESTS WITH ISSUES	79	84
NO. UNIQUE ISSUES		53
↳ DEVELOPMENT		34
↳ TEST		19

## RESOURCES

KAREN 100%  
JAMES <10%

RACHEL 30HRS ANDREW 10%  
TRACY 1.5HRS LES 30%  
LAURA 3HRS

## INFO

- PSAP MOVING BACK TO HOMEPAGES SERVER  
~~15-00-10000 (TEST)~~
- PSAP TEST OFFLINE FRIDAY - STILL OFFLINE
- ONE CHANGE REQUEST SPEC PENDING (PSAP-0006)
- AUTOWITHDRAWALS TEST PLAN REDUCED
- NEW WL3 DECISION PROCESSING TEST PLAN SPLIT  
INTO 54 TEST PLANS - 24 MORE FOR TRACY/LAURA
- STAFF LISTS FOR TRAINING TO BE SENT TO KA/CC,  
KS THIS WK
- SOME TO DO LIST TESTING TO BE ALLOCATED TO  
COLLESET - JAN?
- JAMES W PROSPECTUS
- PID UPDATED (MW)

## DISCUSS

- DOCUMENT RETENTION
- CHANGE CONTROL - PSAP-0017
- LE/AD MOVE TO PSAP CENTRAL?
- TO DO LIST TRAINING  
↳ CURRENTLY 19/03 → 26/03  
↳ NEEDS TO BE EARLIER

02-DEC-2013





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- Needs a real time commitment
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