2 Fundamentals of Lean:
- Continuous improvement
- Respect for People

Becoming a Change Agent
(Also known as “Working with the Business Improvement Team”)
- Needs a clear vision and objectives
- It works better if the whole team is involved
- Have clear goals
- Commit to continuous improvement

Email: business@company.com
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

Adding Value

Look for Opportunities to remove “waste”

Always remember the “customer”

Continuous Improvement

Employees know the processes best!
Adding Value
Look for Opportunities to remove "waste"
Always remember the "customer"
Employees know the processes best!
How can we help you?
### Test Statistics

<table>
<thead>
<tr>
<th></th>
<th>Last WK</th>
<th>This WK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>481</td>
<td>383</td>
</tr>
<tr>
<td>Outstanding</td>
<td>560</td>
<td>467</td>
</tr>
<tr>
<td>Completed This Week</td>
<td>30</td>
<td>117</td>
</tr>
<tr>
<td>Completed Total</td>
<td>668</td>
<td>749</td>
</tr>
<tr>
<td>Total No. Tests</td>
<td>1225</td>
<td>1216</td>
</tr>
<tr>
<td>% Test Plans Complete</td>
<td>54%</td>
<td>62%</td>
</tr>
<tr>
<td>Signed Off Test Plans</td>
<td>33/123</td>
<td>64/127+</td>
</tr>
</tbody>
</table>

### Issue Statistics

<table>
<thead>
<tr>
<th></th>
<th>Last WK</th>
<th>This WK</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. Tests with Issues</td>
<td>79</td>
<td>84</td>
</tr>
<tr>
<td>No. Unique Issues</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>L → Development</td>
<td>34</td>
<td></td>
</tr>
<tr>
<td>L → Test</td>
<td>19</td>
<td></td>
</tr>
</tbody>
</table>

### Resources
- Karen 100%
- James <10%
- Tracy 1.5hrs
- Les 30%
- Rachel 30hrs
- Andrew 10%
- Laura 3hrs

### Info
- PGP moving back to homepages server (5-00 today - test)
- PGP test offline Friday - still offline
- One change request spec pending (PGP-0016)
- Autowithdrawal test plan reduced
- Non-WL3 (Decision Processing test plan split into 9 test plans - L for work for Tracy/Laura)
- Staff lists for training to be sent to KAC,C, KCS this wk.
- Some to do list testing to be allocated to Culleret - Jan?
- James W. Prospektus
- PGP updated (MW)

### Discuss
- Document Retention
- Change Control - PGP-0017
- LF/AD move to PGP Central?
- To do list training
- L currently 19/03 - 26/03
- L needs to be earlier

02-DEC-2013
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@abdn.ac.uk
Business Improvement
sound methods ➔ resounding results

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Melissa Ziegler
Business Improvement Specialist