

skills **4** *success*

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Rapid Improvement Approach Case Studies

WHAT IS A RAPID IMPROVEMENT EVENT?

The **Rapid Improvement Event (RIE)** approach has been around for the last 30 years or so. Originating from supplier workshops to address component or supply issues in the automotive sector they have since been applied to a plethora of issues from **Financial Services** to **Healthcare** and **Higher Education**. With organisations needing to re-think and automate their processes at speed, the approach is gaining new and increased traction during the **Covid-19 pandemic** via **virtual RIEs**.

A RIE is essentially a 5 day intense workshop that looks to improve a key organisational process with the full participation and empowerment of front line employees and managers culminating in an outbrief to senior executives of the key changes made or proposed going forward. If structured and managed correctly the approach can deliver a **significant performance step change** in which **40-50%+ improvements are by no means unusual**.



HOW DOES IT WORK?

The success of any RIE depends very much on having the following:

- A **good scope** with clear current and target state metrics
- A **team trained in the key Lean concepts** that are relevant to the issue under review
- **Pressure for change** from senior management
- **A clear Sponsor and Process or Product Owner**
- An **enthusiastic and empowered team**
- A **clear understanding of the current state process** and the key issues that need to be addressed prior to the event
- **Skilled facilitation** by a highly experienced facilitator for your first one to three RIEs



KEY STEPS

The key steps in a RIE are as follows:

- First determine whether the issue is appropriate for an RIE
- **Select the team**
- Scope the event. At **Skills4Success**, we use an **A3 (project on a page methodology)** to ensure buy-in to the current and future state metrics, always using a **balanced set of metrics** to determine our current and target state which typically focus on morale, quality, delivery/timeliness and cost. **Our relentless focus on developing an appropriate set of metrics from the outset plays a key role in determining how the event should be best structured and which Lean tools need to be applied to achieve success**
- **Map and analyse the current process** applying the Lean principles to identify waste and non-value adding steps
- **Hold the event over 5 days** culminating in an **outbrief presentation to senior management**
- **Sustain** the change

TYPICAL ISSUES

Many organisations attempt to run RIEs, but frequently fail due to the following reasons:

- Staff leading the event **lack sufficient knowledge** of the Lean tools to guide, structure and handle issues arising during the event from the outset
- **Participating staff don't feel empowered** to make radical changes happen
- The **scope** of the event is **often too big** to enable implementation of the changes required
- Organisations are not willing to **devote the time required** to achieve success
- Lack of **competence in true 'Root Cause Analysis'** results in a failure to identify the key issues that will make a difference resulting in a less than optimal solution
- **Failure to analyse existing processes in sufficient detail** in order to gain an understanding of the **potential improvements** that can be made.
- **Unwillingness to challenge the status quo**





RESULTS ACHIEVED

Our RIE approach has delivered the following benefits across **the Finance and Service sector:**

- **€7.2 million identified benefits via a succession of RIEs (Finance and Business Banking)**
- **Increased Service Level Agreement performance from 60.1% to 80.8% and call answering rate by 14% (Government Call Centre)**
- **Increased productivity by 275% and non reports from 8 in 10 to zero and breach enforcement performance from 20% to 89% (Probation Service)**
- **40% process step reduction (Subscription Services)**

OUR APPROACH

What we did



AN ELEMENT OF A WIDER CHANGE PROGRAMME

RIEs can be used in conjunction with a Value Stream Analysis approach to drive transformational organisational change at pace. To that end, we can provide all the expertise required to plan and **implement Lean Cells to bring about a step change in performance.**

Programmes that we've designed in this way have led to £'s millions improvements and typically give rise to a minimum return on investment (ROI) in excess of 3:1.

RAPID IMPROVEMENT EVENT (RIE) APPROACH



SCOPE

- Hold initial discussion with sponsor
- Assemble Scoping team
- Plan Scoping Session
- Scope A3 and undertake current state process mapping
- Hold Scoping Session
- Determine Lean tools to be applied
- Plan RIE Session
- Invite attendees



HOLD RIE

- Hold 5 Day RIE
- Review current state process
- Determine gap between current and target state metrics
- Undertake root cause analysis
- Develop Solution Approach
- Plan/Implement changes
- Undertake Rapid Experiments.
- Confirm Solutions
- Prepare Outbrief Presentation
- Hold Outbrief to Senior Executives



SUSTAIN

- Schedule 30/60/90 Day Reviews
- Attend reviews
- Review performance versus target state metrics
- Confirm results achieved
- Celebrate and prepare Case Study indicating results achieved and key process steps

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