



*Facilitating 'Lean' Business with  
Smart Processes through  
Technology*

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# Today

- **Granny and eggs**
- **Lean**
- **How**
- **War stories**
- **Final thoughts**

# The Business Challenge

- **Do more with same resources .....or**
- **Do more with less!**

# A little bit of theory.....

- Inform decisions
- Automate transactions
- Maintain 'statutory' records
- Communication

.....ICT Systems are  
processes.



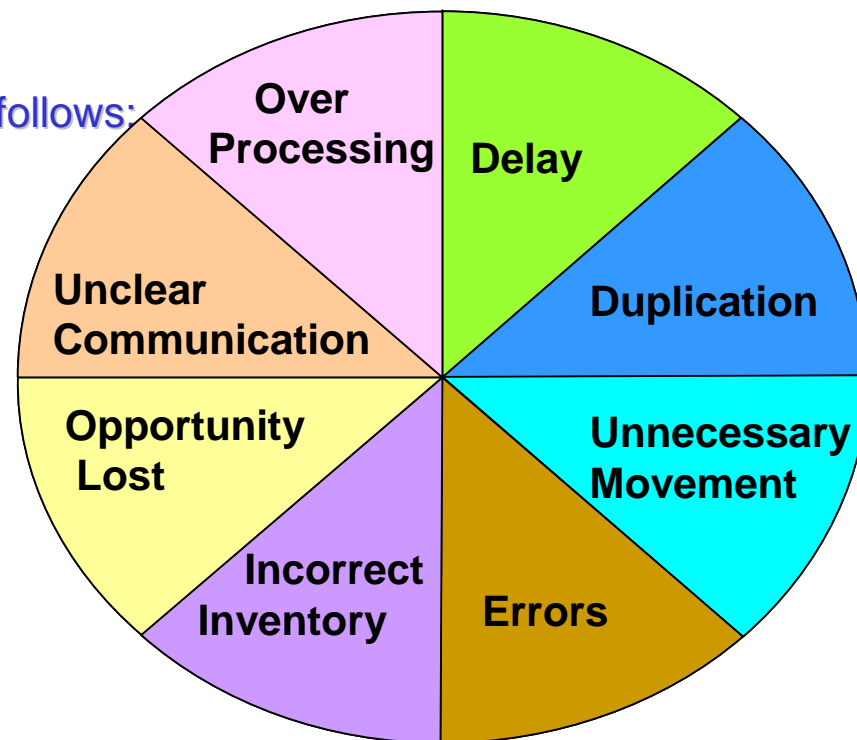
# Where to begin?

# Lean – Means not much FAT

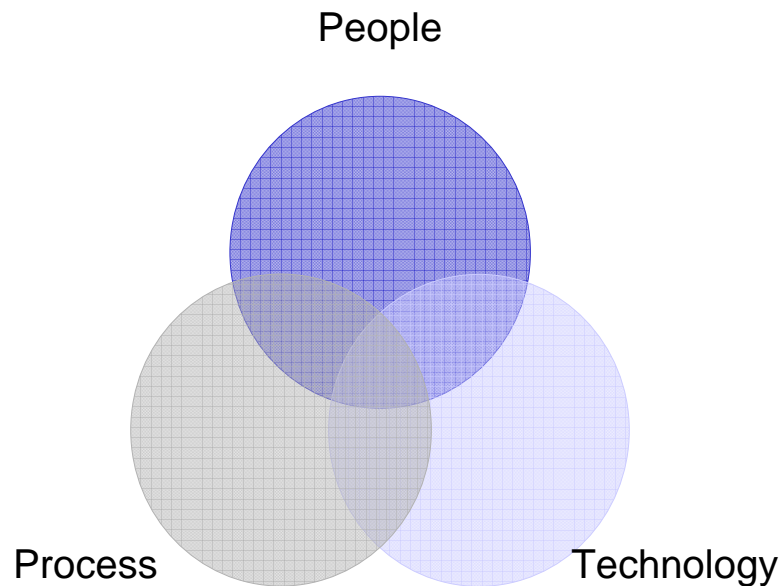
## Lean Fundamentals

- Identify and focus attention on adding value to a product or service.
- Eliminate wasteful (non-value adding) activities from processes.

These wastes can frequently be categorised as follows:



# Mott Macdonald's Philosophy



Every engagement with our clients includes all 3 and requires a multi-disciplinary approach

# Some recent examples

*Rethinking the normal approach and bringing together LEAN and the focus of People, Process, Technology can bring fresh dimensions*

# Pre-sentence reports

- **10 – 40 day process**
- **Wide variations across regions**
- **Custom and practice**
- **Job protection and organisational worth**
- **Managing ancient errors**
- **Guidance gaps - strong autonomous individuals setting their own standards**

# Network Replacement – Equipment refresh or Business Opportunity?

- **Large local authority**
- **System of systems legacy**
- **What have we got?**
  - System modelling
  - Process modelling
  - Cost definition
- **Options Analysis**
  - Management team
  - ROI (adjusted for risk)
  - Management of process and risks
  - Refresh thro Joint Venture trading surplus capacity
- **Business Case**
- **Procurement**

## Mobile Phone Operator – focus on core business

- **What is our core business?**
  - Manage our egos
  - Recognise our strengths and weaknesses
  - Map our processes
- **Where do we need business energy?**
- **Outsource the Network to lighten the balance sheet and transfer risk**



## Police Intelligence Sharing (1)

- “This system works”
- “The user doesn’t understand”
- “This is impossible to use”
- The INI ‘quick fix’
- Link everything to everything = Black Screen
- Back to basics and work with the users
- The central or distributed argument

## Police Intelligence Sharing (2)

- **“Link everything to everything = Black Screen**
- **Back to basics and work with the users**
- **The central or distributed argument**

# ICT in the Built Environment

- **A key differentiator**
- **An exciting new frontier**
- **Value for all socio-economic groups**
- **A premium addition**
- **Should it be part of your Network?**



# Some questions to take away

- **Do you understand the processes you are supporting?**
- **Are your processes lean?**
- **Do you speak ‘capability’?**

**Thank You**

**Any Questions**

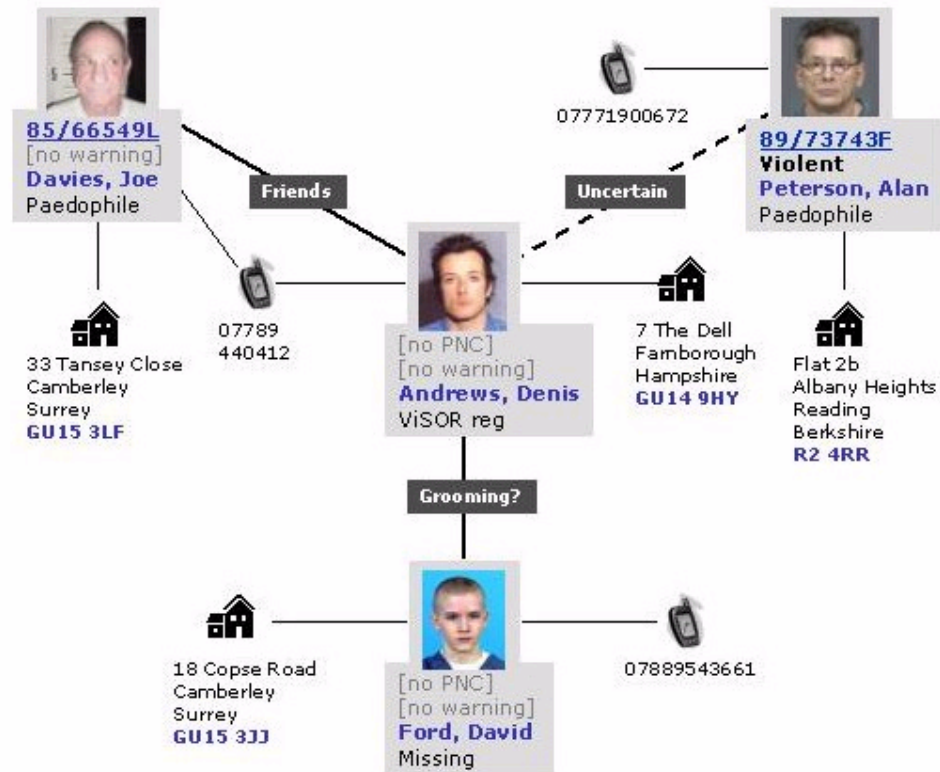
## Information, Communications and Media Team



**m** Mott  
MacDonald

[www.icm.mottmac.com](http://www.icm.mottmac.com)

Associates



Record Creation

Created by **67231/98**  
Created on 02 Mar 2005 1037  
Based on **Person search**  
Further information -

*Estyn: The inspectors can be completely mobile and never go to the office so the highest priority is easy remote access, structured processes to get information on inspections to come back in a standard form for comparison and analysis and producing a sophisticated intranet so that external remote workers can get access to all the office based tools, information and just feel part of the business.*