

ISS: Lean Practitioner Programme

Client:

ISS was founded in Copenhagen in 1901. It added cleaning services in the 1940's expanding into the UK as ISS in 1968. ISS has grown to become one of the world's leading Facility Services companies with revenues in 2012 of almost DKK 80 billion. ISS provides tailored solutions through its team of 540k staff who "add the power of human touch" in everything they do.

Requirements:

A phased introduction to Lean principles and tools to increase performance in key areas and deliver returns to the business quickly.

Support the "Good to Great" strategy.



Capella's Input:

- Facilitated a workshop with the senior management team to agree programme objectives and identify risks to success along with counter-measures.
- Go-Look-See visits to key parts of the business during both day and night shifts to gain a deep understanding of business processes and insights into issues faced by operators and managers.
- Facilitated a Launch Event with delegates and their line managers to ensure alignment of objectives and commence project selection.
- Developed and delivered a bespoke Lean Practitioner training package combined with group and 1:1 coaching support for site managers.
- Attended a final project review event where results, learning and successes were presented
- Facilitated a multi-functional workshop where results and benefits were shared with a wider audience



Results:

- Targeted elimination of waste within the train cleaning contract with significant opportunities for sharing and replication.
- Delivery of practical solutions to practical issues.
- Increase in delegate competence and confidence to identify opportunities, deeply understand current state and implement improvements in their areas of responsibility.
- Managers and Team Leaders trained in Lean tools and techniques who will continue to expose and deliver real improvements in the future.

“ I am now able to understand problems better by questioning the information that I have
It was a great pleasure going through this process with you ”

