

Just Energy Green Belt

Just Energy

A Canadian based company, Just Energy is a service provider company for gas and electricity supplies across North America, Europe and Asia, with its UK business, Hudson Energy, based in Milton Keynes, with approximately 2 million trade and retail customers.

The Programme

In the highly competitive and fast-paced environment of energy supply, senior leaders wanted a programme that equipped key members of staff to be able to address issues quickly but using a standardised and proven methodology.



Training Delivery

The course was delivered on site over 5 and a half days, incorporating Green Belt level tools and the DMAIC methodology plus a Lean Overview.

Case Study exercises were completed throughout the week, with reference back to specific Just Energy issues and scenarios to connect the learning directly with the delegates' workplace.

Improvement opportunities were identified in Billing Errors, Project Management and Internal Financial Reporting.

Delegates and Support

Delegates were selected by Just Energy senior leaders to participate in this programme, including team members from finance, customer service, billing and Smart Meter Installations

In collaboration with Just Energy's in-house certified Black Belt, plans were agreed for post-training coaching to support delegates in the application of their learning to work-based projects and delivery of bottom-line benefits for the business

“ This programme is the start to our DMAIC journey, we want an “Army of Green Belts” to take our problem solving capability to the next level ”

Shankker Kasinath
In-House Black Belt

“ The delegates have all provided very positive feedback to the course, and most have expressed an interest in further training ”

Sue Henshaw
Human Resources, Learning and
Development Lead

