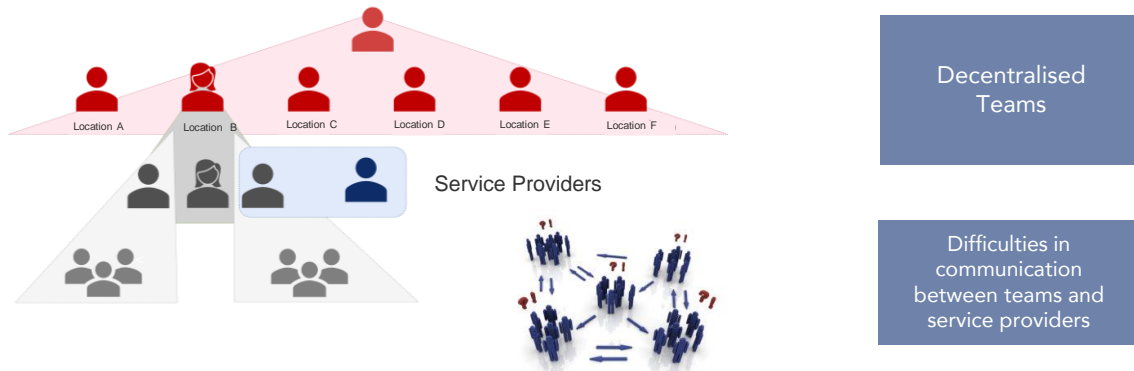


# Daily KAIZEN™ Routines in Decentralised Teams

## INITIAL STATE



## FUTURE STATE

Digital Daily KAIZEN™

Digital Mission Control Room

Improvement cycle

Team KPIs

## Problem

- Difficulties in communication between internal teams and service providers
- Different service levels for each team
- High number of pending work orders

## Root Cause

- Different processes across the different geographical areas
- Lack of control and monitoring of the performance of service providers – no KPIs
- High number of team members and managers – inadequate Span of Control

## Solution

- Digital Mission Control Room – for management of implementation of improvement initiatives
- Implementation of Digital Daily KAIZEN™ with standardised communication routines
- Process improvement and standardisation – unified vision
- Creation of a platform for audits and performance monitoring

## Benefits

Mission Control Room

**£2.3m in OPEX savings**

