



Consultancy
and training
services

Embark on a journey of
continuous improvement with BSI.

Lean Six Sigma-based consultancy
and training services

bsi.

...making excellence a habit.™

Delivering business excellence: Today and in the future

Even the most effective business systems and processes usually have room for improvement and are subject to on-going internal and external changes. Without the ability to adapt and change, these systems and processes become stagnant and lose their relevance. This can have a significant impact on performance, profits and an organization's competitiveness in its markets.

In order to avoid this, companies need to continually strive for increasing levels of performance and implement the right solutions to increase efficiency, better fulfil policies and objectives, improve business results, and build better customer, employee and supplier relationships. In short, continuous improvement should be viewed as an essential and never-ending process to achieve optimal business execution today and in the future.

With more than a century's experience in helping clients increase their effectiveness, BSI specialises in business process analysis

and continuous improvement methods. With our unique Lean Six Sigma offering, we provide a single, holistic solution – using our expertise and skills to help companies achieve their goals quickly and realise their vision of excellence. Through bespoke and client-centric consultancy services and training, we offer full support to organizations and their people in their deployment of continuous improvement programmes.

What are the benefits of Lean Six Sigma?

Lean Six Sigma is a methodology, philosophy and toolkit that drives continuous improvement and a culture of excellence. Lean Six Sigma strives to maximise process effectiveness by focusing on reducing product and process variation, and removing process waste and non-value added activities. From construction, manufacturing and logistics to banking, finance and healthcare, Lean Six Sigma can be applied to almost any industry and in companies of all sizes. By maximising

customer value and satisfaction, while minimising waste, Lean Six Sigma offers a structured, scientific and objective approach to addressing many organizational challenges relating to quality, cost and delivery. Undertaking a properly constructed Lean Six Sigma deployment programme helps drive the following benefits:

- Higher client satisfaction scores
- Lower operational costs
- Lower indirect costs
- Reduced administration
- Greater responsiveness
- Lower material waste and rework
- Better use of time and resources
- Lower internal process and supply chain risk
- Faster time to market
- Enhanced brand reputation
- Greater workforce engagement
- Better employee skill sets.

“The impact of embarking on a Lean Six Sigma programme for us include: Climbing 39 places in the ‘UK top 50 Call Centres’ table (from 47th to 8th place); Achieving 3rd place for most improved UK Call Centre; Achieving demonstrable improvements in the end to end customer experience; Developing a clear understanding of process bottlenecks thanks to the use of Lean tools.”

More about our Lean Six Sigma offering

With an emphasis on delivering lower costs, higher quality, greater responsiveness and customer satisfaction, we help organizations adopt and integrate the following principles in to how they work.

The Principles of Lean	The Principles of Six Sigma
<ul style="list-style-type: none">• Define Value from the customer's perspective• Understand the Value Stream needed to take a product or service from customer request to completed delivery• Ensure product or service outcomes Flow through the value stream without any delays• Use Pull scheduling to ensure a product or service is provided only when the customer wants it• Eliminate all forms of Waste and Non-Value Adding activity from the processes that form part of the Value Stream.	<ul style="list-style-type: none">• Gather information to understand the Voice of the Customer• Convert this understanding to correct Targets and Specifications for process performance• Use data to analyse current state Process Variability and relate this to customer driven targets• Understand the Root Causes of excess process variability and reduce their impact• Establish Long-Term Control procedures to maintain the gains.

Our way of working

Firstly, our Lean Six Sigma Master Black Belt consultants and tutors will work closely with you to understand your project objectives, timescales and level of resource. Then, following best-practice principles and methods and using tried and tested techniques, we'll offer support to implement and deliver a continuous improvement strategy that is relevant to you.

Through targeted training, coaching, mentoring and facilitation, we ensure that both management and staff

are adequately informed and supported. We also help with strategic and operational planning, the management of initiatives and activities, as well as regular progress reviews and the development of a corporate scorecard for continuous improvement.

Think of our consultants and tutors as your partners and an additional resource to support your continuous improvement goals.

A summary of our services

- Lean Six Sigma deployment planning, management and advice
- Customised technical and soft skills training, coaching and mentoring
- Lean practice and process audits
- Designing, managing and facilitating workshops and Kaizen events
- Project and interim management of operational excellence programmes
- Development of corporate and process scorecards

A summary of our continuous improvement solutions and areas of expertise

- Lean Manufacturing and Lean Service
- Six Sigma and other Continuous Improvement Methodologies (8D, PDCA)
- Design for Six Sigma (Dfss)
- Robust Design and Taguchi Techniques
- Industrial Experimental Design (DOE)
- FMEA (Assessment of System, Design and Process Risk)
- Statistical Process Control (SPC)
- Quality Function Deployment (QFD)
- APQP
- PPAP

Why BSI?

BSI's roots can be traced back to 1901. Today, all our solutions are centred around business processes, best practice, people, behaviour and values. This is how we help organizations reach their full potential and protect their corporate reputation. Here are some of the reasons why choosing us as your Lean Six Sigma partner makes sense.

- Our range of services is designed around you to make your deployment faster and more effective.
- We'll understand your objectives, timescales, resources, experience and current level of attainment before making recommendations.
- We have design, production and delivery expertise across both service and manufacturing sectors and can advise and support your whole value stream.
- Our process experts come from a broad range of industry backgrounds and can give realistic, objective and sound advice and support irrespective of who you are and what you do.
- Our programmes give an appropriate mix of educational (training, coaching and mentoring) and advisory (consultancy and facilitation) based support to help get that programme ROI quicker and sustain the gains.
- Our consultants and tutors typically have upwards of 15 years' experience in implementing, delivering, supporting and training continuous improvement and Lean Six Sigma techniques.
- 'One size does not fit all' with us as we value your uniqueness and will work in partnership with you in order to help you attain your goals.

Contact us today for more information or to arrange a free, no obligations exploratory meeting with one of our process experts.

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or: **[bsigroup.com/en-GB/our-services/training-courses](https://www.bsigroup.com/en-GB/our-services/training-courses)**

Please note that we are unable to offer consultancy services on a management system currently certified by BSI.



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