A Tale of Three Cities…

c14,000 students
c3,500 staff

UNIVERSITY OF ABERDEEN

UNIVERSITY of STRIRLING

c19,000 students
c3,500 staff

University of Strathclyde
Glasgow

c11,000 students
c2,400 staff
Objectives

This workshop will provide attendees with an insight into the following:

- How collaboration of lean teams works between these institutions and the wider in Scottish Higher Education community

- The varying approaches/models of applying lean in three Scottish Universities;

- For Discussion:
  - The challenges of creating a lean culture in the context of these different methods;
  - Lessons learned – what has worked and what hasn’t worked?
John Hogg
Senior Business Improvement Manager

University of Strathclyde, Glasgow
The Lean Journey at the University of Strathclyde...

SLEEK (Strathclyde's Lean Six Sigma Efficiencies in Education Kit) [2011-2013]

Business Improvement Team established in May 2013 with support from Unipart

BI Team expanded following successful implementation of initial projects (including PGT Admissions & Student Lifecycle Services)

2011

2012

Unipart Expert Practices – Pilot Project in Finance Office

2013

2014

2015

24 Projects completed or in progress with 7 more currently in the pipeline for 2015/16
The Lean Approach @ Strathclyde
Based on Respect for Our People and Our Values

It has three main strands…

- **Employee Engagement**
- **Continuous Improvement**
- **Empowerment of staff**

**Core tools & techniques**

**Communication Cells**
A place where teams meet to plan activities, review performance & identify improvement opportunities

Performance measures linked to strategy

Focus on continuous improvement

Empowers staff to solve problems at their own levels
Over 2000 improvement ideas implemented to date via Communication Cells @ Strathclyde

Improved Communication both within and across teams
Impact of Lean @ Strathclyde

- 83% reduction in registration queuing time
- Over £130k of annual recurring savings
- 33% increase in international PGT conversion rate
- c £4m increased revenue associated with Lean projects
- 72% improvement in PGT application turnaround time
- Over 11,000 hours of staffing capacity release per annum