

Gas Servicing

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The Wrekin Housing Trust

THE CUSTOMER:

The Wrekin
Housing Trust

THE CHALLENGE:

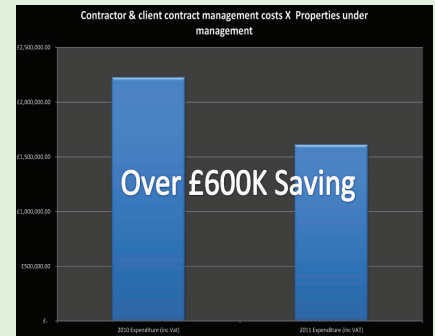
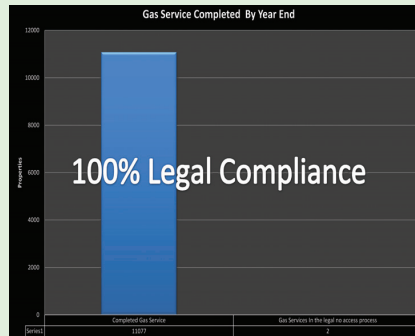
Improve Compliance
Reduce costs

THE SOLUTION:

Lean Intervention

THE RESULTS:

Improved compliance
£600k saving p.a.



The Wrekin Housing Trust (WHT) is a leading housing association which has successfully applied Lean Thinking in a number of key areas, including Responsive Repairs and Voids as well as Income Management, Planned Improvements and the Customer Contact Centre.

David Hall in his role as Head of Asset Management has been closely involved with the Lean projects.

'We have worked with our partner, Lean Partnership, and those projects have delivered substantial bottom line benefits. We chose to look at Gas Servicing – a vital activity for the safety of our tenants – where we were performing adequately but not well and it was not only expensive and consuming a great deal of management time to maintain our level of performance.

Fleur Whittingham – Category Manager, who led the project adds: "We chose initially to look at the way we were working with our contractors to see where the opportunities were."

'We examined the "Gas Servicing Business" from a lean perspective. We mapped the process from end to end – from the annual planning to appointment making, completion and reporting. We discovered several really surprising issues.'

'We had a thorough rethink of how we did things. The result was a much improved and more customer oriented service, which also needed a lot less back office management. We then concluded that we could make further improvements and savings by bringing the actual servicing work in house. The process we had designed was perfect for delivering the results whether by the contractor or our own team. Since bringing in house we have not only increased our compliance levels but we have dramatically reduced our costs and increased team morale - all this with higher customer satisfaction.

PTO



THE LEAN PARTNERSHIP

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“Examining our business from a Lean perspective has helped to inform us that bringing Gas Service and Maintenance in-house was the right thing to do. Applying Lean tools and techniques has enabled us to do this right first time – a key issue for such a vital part of our business. The reductions in operational and management cost in the first year have been diverted into building new homes and taking people off the housing waiting list. A win - win for everyone.”

*David Hall,
Head of Asset Management*

Results Achieved:

- More satisfied, safer tenants
- Great team work
- Savings over £600k p.a.
- Increased know how to keep improving
- Management time freed up – to grow the business

Next Steps:

- Further reviews to take out more wasted activities
- Introducing Lean Operational Management into the day to day work of the team
- Expand the business by undertaking work for other housing providers



LEAN

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