

Lean Systems

Systems thinking in Allocations

“Most of what we do does not create Value, but is muda”

Taiichi Ohno

Vice President of Manufacturing - Toyota

Failure to respond to **demand** in a timely manner leads to **waste** and customer **complaints**. A decade of deploying **lean systems** in CBL marketing has saved our local authority and RP partners millions – with further efficiencies derived from lean approaches in Islington’s **Private Rented Opportunities** (PSO) and Barnet’s **Property Portfolio Database** (PPD).



Explore

- The customer journey
- Quantity and source of demand
- What staff actually do
- Work flows and processes
- What is useful and useless
- What is needed



Eliminate

- Mindless form filling
- Wasteful staff functions
- Useless processes
- Manual processes
- Wasteful data collection
- Repetition of tasks



Embed

- Simplified Lettings Processes
- Single Marketplace for customers
- Just-in-time communications
- Self-service approach
- Personalised Housing Options
- Pathway to jobs and training

Get in touch with **Joe McLoughin** today on **020 7281 8188** to book a **free** consultation and demonstration

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