

# LEAN



DEFINE



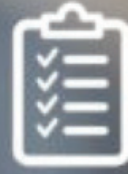
MEASURE



ANALYZE



IMPROVE



CONTROL



Oifig  
Fiontair  
Áitiúil

Local  
Enterprise  
Office

## Lean Programme Testimonials

B2B Sell was established in 2009 and leads a team of experienced business and technology trained sales professionals offering



- Lead Generation
- Opportunity Research
- Sales Appointment Setting
- Sales Outsourcing

They utilize their own in-house team of business trained professional sales people to secure new business for their clients most of whom are in the technology industry. B2B Sell does not just advise but does the work on the client's behalf, allowing them to concentrate on running the rest of their business.

The Lean Programme has helped B2B Sell by allowing them to process map the main Value Stream in their business for identification of waste. They now set up daily huddles and weekly project meetings to help streamline work and meet targets. The Lean Programme has helped them identify the key metrics & targets they should be focusing on and the Lean Standard Work technique has enabled them to better define database setup, proposal generation and definition of project scope to allow for level loading of work while developing best practices across all callers.

David Doyle, M.D. of B2B Sell says "Many programmes claim to help you increase performance and competitiveness but are either impractical or plain 'snake oil'. However, the LEO Lean Programme, enables you to build a roadmap of how to transform your business for the better.

If you're genuinely interested in moving your business up to the next level, you'll need to do so from a solid foundation, a foundation built on LEAN principals. I couldn't recommend the programme highly enough."

Established in 2008, UTS is Ireland's leading supplier of specialist equipment to the water and wastewater Industry. The



company has several departments including Sales, Service, Hire & Training. Their customer base ranges from sole traders and small companies up to plc's, local authorities and water companies. The team at UTS are on a constant quest to find the best solutions to the challenges faced by their customers. By keeping up to date with emerging trends and technologies in the industry they are in a position to offer the best products on the market together with a professional after sales and support service to their customers.

UTS participated in the lean program and implemented Lean tools such as "standard work practices" and "A3's" to identify and reduce inefficiencies in a structured way and also introduced appropriate KPI's to measure the outcomes.

"Process Improvements had been on our agenda for some time. While we had been making progress on our own, the Lean Programme gave us the push that we needed and allowed us the opportunity to focus on the relevant topics to drive improvements within the company. Our focus on efficiency and quality in our processes ultimately leads to a better value proposition for our customers. It's just the beginning of our journey!" (Deborah Moran, Director, UTS)

