



Going Lean in the Fire and Rescue Service 9 April 2009

Introduction

This event was a one-day seminar from Alexander Consulting. The focus was on Lean Systems Thinking and leading an organisation whilst undergoing Lean reviews. The main topics covered were:

- The FRS Efficiency Challenge
- Origins of Lean
- Lean Systems Thinking
- Lean methods – theory and practical application
- Implementing and Leading Lean

The day used a mixture of theoretical and practical exercises to develop an understanding of Lean and the associated tools, and how they can be effectively applied within the FRS context.

What did we learn

The background of Lean was useful to understand the origins (manufacturing) and how it is being applied in different service arenas now. We carried out a practical exercise using the Fire Safety processes as the focus and this helped learning through the application of a few tools/techniques that had been covered.

The challenges of applying Lean, and not relating it just to 'cuts' was a key challenge and reinforcing the benefits of the Lean approach in terms of customer focus, demand led and waste removal were all key areas of learning.

What do we need to do next

Taking the learning and applying it back in the service is the key challenge. In Hampshire we have established a Process Improvement Team with a cross service representation that is looking at high priority areas of improvement. This has required some further training of other staff members but the key learning from this day has been applied.

In terms of developing a regional capacity there is opportunity to share this learning and to consider some collaborative approaches to Lean within the region. We could also consider establishment of a Lean Team to assist in developing understanding within the region and help with specific projects if appropriate.

For more info contact

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