



G-Cloud 15: Service Definition

Continuous Improvement and Lean Six Sigma Training Services

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1. About Lion & Gazelle

Lion & Gazelle is a leading UK based provider of Business Transformation services. We are specialists in Business Transformation, Continuous Improvement, Programme Management, Change Management, PMO and in delivering targeted Training Programmes to enable Clients upskill their staff.

Operational Transformation

We design and deliver bespoke services in complex Operational & Business Transformation, whatever shape or size that may be. Our objective is to provide rapid transformation and leave our customers with a self-sufficient capability, within the shortest space of time possible. This is not a typical consulting model, we take a “no nonsense” approach. Our aim is to exit your business as soon as we can once we have demonstrated the methodology, delivered the outcomes required, built internal capability for Client teams and set them up for sustained success!

Continuous Improvement (CI)

Every organisation has the need to continually improve, to maintain effectiveness and competitiveness. Our focus is on Lean and Lean Six Sigma methodologies. We deliver improvements for our clients through training, mentoring, implementation, process improvements and Certification.

Our aim is to equip our clients for:

- Delivering bottom line savings
- Meeting their customer requirements
- Identifying and driving out non-value add activities to streamline internal processes
- Meeting their business objectives
- Upskilling staff to undertake the CI journey including Certification for staff

Programme and Project Management

Where any kind of change, including implementation of new products or services is required, Lion & Gazelle rank amongst the very best. Experienced practitioners who combine strong strategy and delivery skills with positive and engaging personalities in any challenging business environment.

We provide the service and support the client needs in:

- Programme Management
- Project Management
- Delivering Business Change
- Consultancy
- PMO
- Training

Training

We strongly believe that any kind of business transformation or improvement is best delivered by in-house resources. Therefore, we deliver bespoke training programmes for Business Leaders, Managers, and staff. Together with our mentoring programme these courses equip organisations to take ownership and delivery of their own improvements, ensuring that they align with and meet their business objectives.

We specifically provide training in:

- Leadership
- Lean
- Six Sigma
- Project Management
- Know-How

We pride ourselves on tackling complex challenges and consistently delivering outstanding results, irrespective of the nature of your project or business. We aim to deliver on time, cost and quality.

Lion & Gazelle is built around the experience and expertise of its Staff and Associates. All are practitioners with real world experience gained in senior management positions in a range of industries. Lion & Gazelle Associates have worked with small (gazelle), medium and large (lion) organizations, in the public and private sector, and on a regional, domestic and global basis.

Our services are tailored to the needs of our clients, with whom we work in partnership to realise their business goals.

We have experience in working with many different industry sectors and domains including:

- Manufacturing
- Aerospace
- Retail
- Defence
- Travel
- Telecommunications
- Financial services
- Information technology
- Airports
- HR
- Procurement
- Security
- Health
- Automotive
- Higher Education
-  Public Sector

2. Our Services

Lion & Gazelle can support your organisation with the following services:

- Project, Programme and Portfolio Management
- Project, Programme and Portfolio Delivery
- PMO
- Change Management
- Business Analysis
- Contract and Supplier Management
- Requirements Capture
- Supplier selection
- Process Mapping and Re-engineering
- Process Improvement
- Lean Six Sigma
- Data Analysis
- Continuous Improvement
- Mergers & Divestments
- Service and Data Migration
- Training

3. Continuous Improvement and Lean Six Sigma Training Service

Service Overview

Lion & Gazelle delivers specialized training in Continuous Improvement (CI) and Lean Six Sigma (LSS) methodologies, tailored for cloud and digital transformation environments. This service equips teams with the skills and tools needed to optimise cloud operations, improve process efficiency, and foster a culture of continuous improvement. Our approach combines practical training, real-world cloud scenarios, and hands-on exercises, enabling organisations to reduce waste, enhance service quality, and realise measurable operational benefits.

Key Capabilities

- **Lean Six Sigma Methodology Enablement** – Train teams in DMAIC, Lean principles, and process improvement techniques applicable to cloud services.
- **Continuous Improvement Culture** – Embed CI practices into cloud operations, IT processes, and business workflows.
- **Cloud Process Optimisation** – Identify inefficiencies in cloud service delivery, automate repetitive tasks, and streamline pipelines.
- **Data-Driven Decision Making** – Leverage metrics and dashboards to monitor performance, measure improvements, and drive informed actions.
- **Change and Release Efficiency** – Apply CI and LSS principles to improve deployment success rates and service stability.
- **Practical Application Workshops** – Hands-on exercises using real cloud service scenarios to ensure immediate workplace relevance.

Service Features

- Lean Six Sigma and Continuous Improvement training workshops (virtual or on-site)
- Tailored cloud-focused exercises, case studies, and simulations
- Process mapping, value stream analysis, and waste identification
- Tools, templates, and playbooks for ongoing CI implementation
- Metrics tracking and performance dashboard creation
- Certification or acknowledgment of training completion

Service Benefits

- Streamlines cloud processes and reduces operational inefficiencies
- Improves quality and reliability of cloud service delivery
- Reduces risk, rework, and operational costs
- Accelerates digital transformation outcomes with optimised processes
- Enhances team problem-solving, collaboration, and CI capability
- Provides data-driven insights for continuous performance improvement
- Supports measurable benefits realisation from cloud investments

Planning & Delivery

Our service ensures cloud projects are efficiently managed, with structured planning, resource coordination, risk management, and stakeholder engagement. We provide interim or full-time programme professionals to fill capability gaps, oversee requirements and benefits, and ensure projects remain on track from initiation to closure.

Our delivery leads provide the link between your procurement, commercial and technical teams with other critical internal stakeholders including the end users, finance, legal and human resources. We see this as fundamental to ensuring controlled, simplified delivery. We provide on-demand programme, project or portfolio professionals to fill interim gaps in your team, build your capability or support you when you need more expert hands on deck for a particular programme. We oversee requirements documentation and benefits, project definition, stakeholder engagement and alignment, project team management, project risk articulation and management, planning and scheduling, managing costs and budgets, benefit articulation and project closure. In addition we can support assessing and developing project proposals, preparing project documentation and reviewing project, programme, portfolio analysis and recommendations.

Setup and Migration

We manage end-to-end cloud migration initiatives, from scoping and governance to onboarding and exit strategies, ensuring minimal disruption. Our approach engages all stakeholders early, providing robust migration strategies and programme assurance to achieve successful outcomes, provide full post phase and programme closure reviews and reporting with lessons learned implementation throughout.

Quality Assurance and Performance Testing

Lion & Gazelle provide a dedicated and independent Quality Assurance (QA) function whose role is to deliver to customer expectations. The QA function models its activity on Capability Maturity Model Interface (CMMI) and can tailor to work with the processes already used by the client and can work alongside third-party audit teams.

The QA function regularly updates their capability with formal training, and accreditation.

The QA role is to proactively enhance the processes and procedures used by the Project Team and address performance issues using a combination of industry-standard, open source and in-house performance QA tools, frameworks and methodologies.

Performance testing types covered are: load, stress, reliability, scalability, penetration and volume.

The QA toolsets used vary per engagement, but each is underpinned with standard QA processes for planning, requirements, change requests, and defect/incident tracking.

Training

We offer comprehensive project and programme management training covering methodologies such as Prince 2, APM, PMI and Agile. We provide industry practitioners with key commercial, sourcing, technology/ digital experience to support and mentor programme management teams in major cloud transformations, covering the following: We create short term capacity capability during demand peaks in programme activity, where our skilled

practitioners, with the relevant leadership and training experience, fill in programme management gaps.

4. Delivering the Service

Our service delivery can be based flexibly based on the individual client requirements including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome based deliverables
- Hybrid approach based on individual requirements

The day rates for our services are based upon the SFIA framework and can be found below:

Resourcing Standard Rate Card

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1, Follow	400	400	400	400	400	400
2, Assist	670	670	670	670	670	670
3, Apply	800	800	800	800	800	800
4, Enable	950	950	950	950	950	950
5, Ensure / Advise	1250	1250	1250	1250	1250	1250
6, Initiate / Influence	1580	1580	1580	1580	1580	1580
7, Set Strategy / Inspire	1640	1640	1640	1640	1640	1640

Standards for Consultancy Day Rate cards

Consultant's Working Day Working Week:

8 hours exclusive of travel and lunch

Working Week:

Monday to Friday excluding Public Holidays

Outside of Working Week:

Consultants can be provided to cover non Working Week support based on the Standard Rate Card x 1.5

Office Hours:

Monday to Friday – 0900 – 1700

Outside of Normal Office Hours

Consultants can be provided to cover out of hours support, based on the standard rate card

Travel and Subsistence

Included in day rate within M25 and 30-mile radius from Manchester, Leeds and Newcastle. Payable at Buyer's standard T&S rates outside these locations.

Professional Indemnity Insurance

Included within day rate.

5. Contact Details

For more detailed information on the service capability please contact:

Email:

info@lionandgazelle.com

Website:

www.lionandgazelle.com

Social media:

www.linkedin.com/company/lion-and-gazelle

www.twitter.com/lionandgazelle

www.facebook.com/LionandGazelle