



Reduced Waste - Optimised Resource - Improved Service

Affinity^{5™} is a stand alone solution which helps Public Sector professionals at all levels to reduce waste, optimise resource usage and improve customer service.

Quality in the Public Sector

Our experience tells us that many Public Sector organisations have made progress in improving quality (delivering better and more timely services). However the potential remains to further improve efficiency and reduce cost whilst making staff working lives less stressful and more rewarding.

It is still possible to do these things without further restructuring, cash injection or large investment in infrastructure by applying Lean principles in an organised and sustainable way.

Benefits of Installing a Sustainable Solution

Our work with the Public Sector deploying Lean practice has led us to develop **Affinity^{5™}**.

The product is designed to assist Public Sector professionals at all levels to improve customer service, reduce waste and optimise resource usage.

It does this by focusing attention on People Involvement, Performance Improvement, Quality of Service, Cost Reduction and Continuous Improvement.

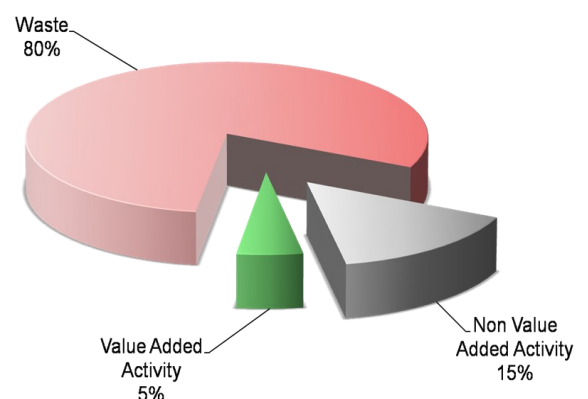
Affinity^{5™} has already been applied across a number of areas resulting in:

- Measurable improvement across all key functions

- Full acceptance and engagement by management and staff
- Significant improved focus, understanding and 'buy in' of key elements and performance against targets
- Effective use of a range of lean, six sigma and general management tools when applied to key areas
- Focus on building a sustainable culture of Continuous Improvement

Waste in the Public Sector

Typically, we still find;



- Only **5%** of activity adds value for the customer
- Around **15%** of activity is non-value added but is required administrative support or necessary to fulfil Public Sector legal obligations
- Up to **80%** of all activity is wasted in duplication of work, poor inventory control, excessive waiting time, misdirected effort etc...

How Should We Address Waste?

Specify the Benefit

That which improves service delivery, quality and customer experience

Define the Value Stream

Chart the delivery process to determine what adds value

Control the Event

Integrate operations and administrative process to create a smooth service delivery

Continuous Improvement

Constantly review and amend processes to optimise outcomes

Affinity⁵™ – Key Waste Control Elements

People Involvement - value and care for staff, ensuring that they reach their full potential

Performance Improvement - clients spend no longer than necessary in process.

Quality Service - ensure the delivery of high quality services

Cost Reduction - drive “value for money” decision taking

Continuous Improvement - focus staff attention on best practice

Affinity⁵™ – How Progress Is Visualised

A visual dashboard detailing how key areas are performing across a number of critical areas and highlighting under/over performing operational KPIs.

The product enables users to;

- Drill down into information to obtain more detail and clarity
- Benchmark peers, analyse trends, review targets, assess gaps and identify best practice



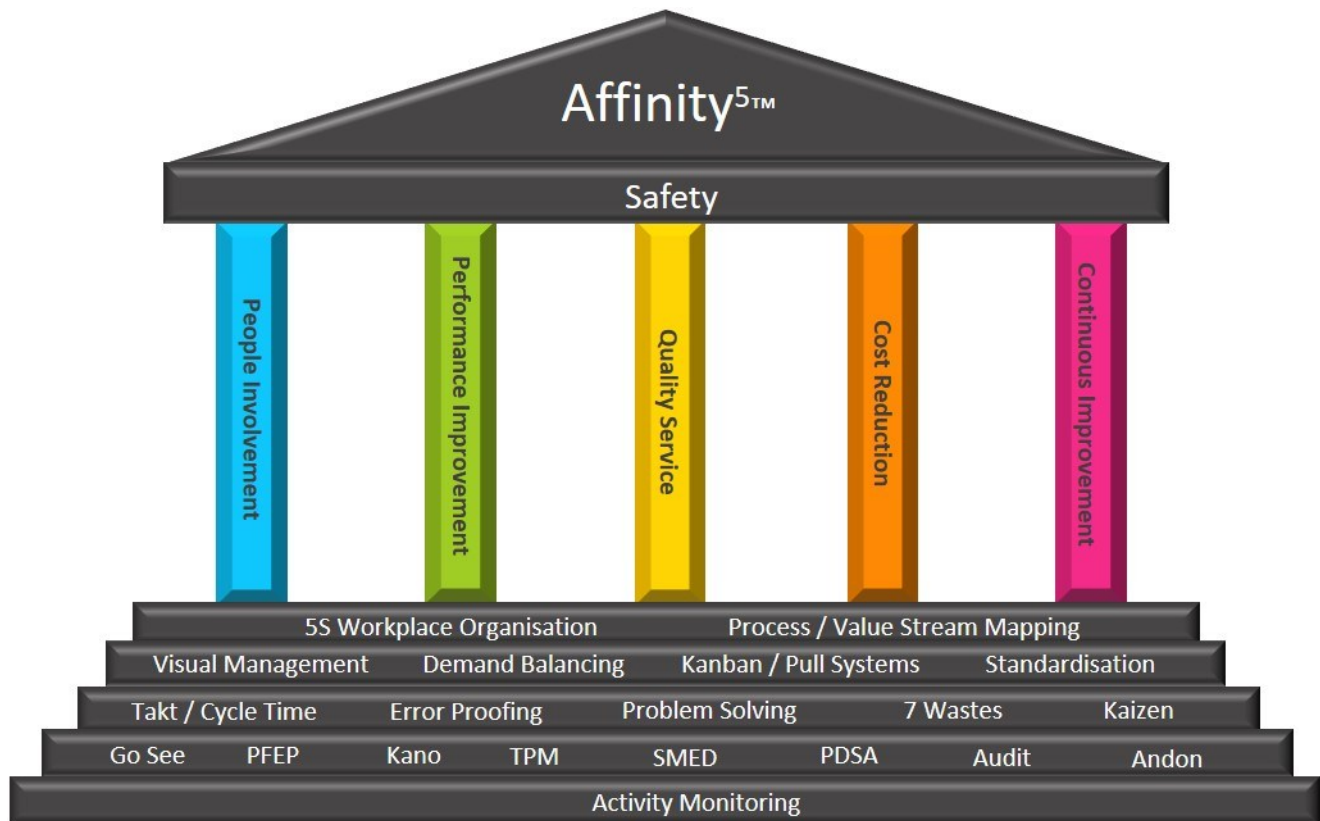
‘The Affinity⁵™ concept has helped to change the way that clinical leaders manage their wards. Their approach is now focused on leaders and their teams are actively resolving problems and improving performance to ensure that they meet targets and manage budgets.

The Linea Team was extremely knowledgeable and were able to engage with clinicians at all levels to ensure that the project was successfully implemented and sustained’.

Associate Director of Nursing

The Five Pillars of Quality

Underpinned by Lean tools and techniques - actively managed through **Affinity^{5™}**



How does Affinity^{5™} help Public Sector Staff to Deliver Improved Quality?

- A 'driver' to improve performance at all levels – through identifying opportunities for improvement
- Supports managers in meeting targets and goals through the identification of financial and staff related problems
- Enables data driven decisions and drives executive engagement through the principles of 'go & see'
- Empowers staff and aids the delegation of responsibility
- Focuses on long-term sustainability through the creation of a Continuous Improvement culture
- Recognises the impact of change
- Collates data in a user friendly format
- Improves overall customer experience