

KN NETWORK SERVICES (KNNS) ARE LEADING SERVICE PROVIDERS TO THE RAIL AND TELECOMS SECTOR IN THE UK AND IRELAND DELIVERING MANAGED SOLUTIONS TO INDUSTRY.

KNNS clients includes blue chip organisations such as eircom, BT, ESB Telecoms and Networks, Verizon, RPA, Irish Rail and local authorities/councils. In the UK clients include BT, London Underground, Network Rail and Transport for London. KNNS aims to deliver managed service solutions which consistently meet the changing needs of industry.

LEAN PLUS Project Objectives

- Establish within the Organisation, a philosophy of Lean that allows the business to achieve significant measurable gains in capability and cost competitiveness that will make the business more attractive to existing and potential customers. We seek to do this by identifying and eliminating waste and duplication.

Key Challenges

- The highly competitive landscape within which we find ourselves (i.e. the downward pricing pressure in the tender process).
- Understanding the concept of 'Waste' and how it might improve our business processes.
- Usable data analysis sets and models.
- Embracing of Lean by all employees.

As part of our continued commitment to reduction in cost and waste, we decided to carry out this LeanPlus assignment as a starting point on our Lean journey. Lean's approach to process and value added activities has brought a different perspective to our daily operations. This assignment has been a very worthwhile activity and would recommend to other businesses.

Key Changes

- Establishment of a Process Improvement Team to drive change and plan for continuous improvement.
- Development of an in house App to manage defects in the field and reduce the amount of rework.
- A programme to upskill all field technicians to enable them to handle
 - Greater understanding of the need for data analysis and closed loop management systems to help in decision making.
 - Employee recognition that they have a part to play in process improvement.

Results

- Reduction in data movements of 170%
- Potential to increase in route capacity of 78%
- Increase in cross-functional co-operation
- Awareness and acceptance of Lean tools and concepts
- Springboard to many more projects

KN Network Services (KNNS)

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More Information

LEAN BUSINESS OFFER
<http://bit.ly/1nKYJql>

