



Rapid Improvement Events

Achieving a real step-change in performance

Client Feedback

“Objectives for the event were set out early on day one and throughout there was a focus on outputs that matched with those objectives. This was achieved through the organisation and skill of the facilitators who focused discussions on ‘things that really mattered’. The facilitators guided the group through the process extremely well and made the event a success”.

Harry Clarke

Associate Director
Blackpool, Flyde & Wyre
NHS Foundation Trust



“It allows the people on the frontline to initiate the frontline improvements.”

Michelle Egan

Theatre Nurse
Wrightington Hospital

“I’ve had my best week ever, loved it, got things done that we’ve wanted for years”.

RIE Participant

Silentnight Beds

“Best half hour I’ve had in the business for a long time”.

CEO

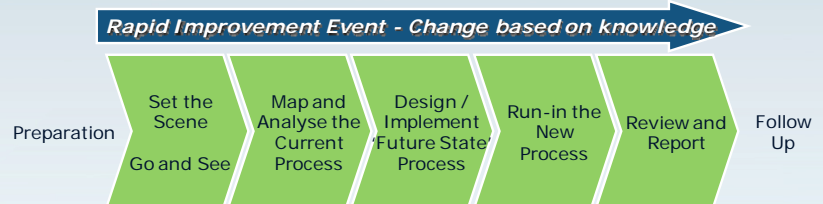
Silentnight Beds

In response to the briefing at the end of the RIE

Rapid Improvement Events

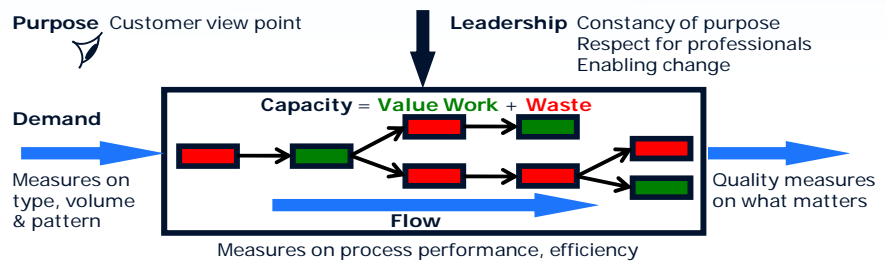
What is a Rapid Improvement Event (RIE)?

- A hands on, service focused event aimed at achieving a real, immediate step-change in performance through the practical implementation of change.
- It’s more than just tools and techniques. It’s a flexible but structured approach, starting with finding out what really happens through to reviewing and sustaining the changes implemented during the week.
- It engages those that know the detail of what happens on the front line and those with the authority to sanction change to gain real ownership.



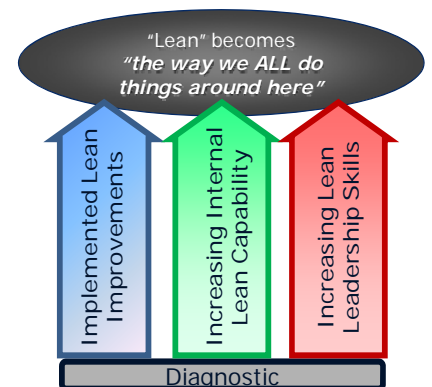
Meeting customer needs

- Focus on what is really happening from the customer’s point of view.
- Identify the work that adds value and the waste activities.
- Design a new future state process, eliminating waste activities and improving the work that adds value to become more lean, effective, responsive and agile to meet customer needs.



Our experience

- An RIE is a practical way of achieving real results, demonstrating to everyone a commitment to implement improvements that meet the needs of the customer.
- RIEs should be part of a programme to increase internal lean capability through ‘champions’ and lean leadership skills in the organisation
- Combining these interweaving strands, a sustainable culture of improvement is created that becomes “the way we do things around here”.



For an initial meeting please contact:

Richard Ward, Director, Government and Local Communities
07811 100188
richard.ward@the-consultancy.co.uk

The Kidlington Centre
High Street
Kidlington
Oxford OX5 2DL
T 01865 841177
F 01865 841155

The Genesis Centre
Science Park South
Birchwood
Warrington
WA3 7BH
T +44 (0) 1925 661715
F +44 (0) 1925 661800

info@the-consultancy.co.uk
www.the-consultancy.co.uk

REGISTERED ADDRESS
15-19 CAVENDISH PLACE, LONDON W1M 0DD
REGISTERED NUMBER 2861227