



## Incident management and fleet services provider using Lean Six Sigma improves their business to the tune of 800K.

"I was able to use my new Lean Six Sigma skills and pass this on to the operational team who filtered it through the rest of the organization. This maximized the benefits of my learning back into the organization back into FMG."

Derek Robinson, Business Process Improvement Manager

### Customer needs

- To increase efficiency
- To stay ahead of the competition
- To improve employee skills
- To measure return on investment for training

### Benefits

- Improved customer service and efficiency
- Cost savings and cash flow improvements totalling £800,000 on purchase and sales invoicing project
- Improved business processes

## Background

FMG Support is the UK's largest independent incident prevention and fleet management services provider, with 25 years' experience under its belt, dealing with over 250,000 incidents a year. The company identifies and corrects the causes of fleet incidents and inefficiencies to increase employee safety and commercial advantage.

FMG Support's long-standing customers include LeasePlan, GE Capital, DHL, Asda and a number of police constabularies. FMG also works alongside insurance partners like Zurich, QBE, Allianz and Chartis and holds the National Vehicle Recovery Manager contract for the Highways Agency, helping to ensure the safety and efficiency of the country's strategic road network.

In March 2008, the FMG Support Board secured a multi-million pound investment from private equity firm Aberdeen Asset Management to fund further market growth and innovation.

## Needs

Many organizations are looking for ways to make the most of greatly reduced training budgets. Approximately 900 managers surveyed in a report from the Chartered Institute of Personnel Development agreed that even in uncertain financial times the need for a skilled workforce remains a priority. Seven out of ten managers also insist that learning and development is still high on the agenda for them. With budgets being stretched, the sensible training option would be to choose techniques that will generate a higher return on investment, thus making the need for training easier to justify.

Lean Six Sigma training techniques were attractive to FMG Support due to its aim of increasing efficiency and staying one step ahead of its competitors. By collecting data which measures a return on investment, FMG Support is able to see in real terms how the training programme is benefiting the business. This is especially important in the service and public sector industries where there has recently been a lot of interest in Lean Six Sigma.

Organizations need to see that the training schemes they are implementing are having an impact in line with the overall business strategy and with Lean Six Sigma in particular, this is can be easily measured.

Derek Robinson, Business Process Improvement Manager at FMG, completed the five stage improvement process to becoming a certified Lean Six Sigma Black Belt over the course of one year. He is now able to pass on his new skills to other members of the organization. "Lean Six Sigma is a shared learning scheme which enables me to pass on the new skills that I have learned through the programme onto the operational team who can then infiltrate it into the rest of the organization. This ensures that the maximum number of people can benefit from the training".

## Benefits

Since completing the Lean Six Sigma training with BSI, Robinson has witnessed many internal and customer related benefits, most notably the cost savings and cash flow improvements totalling £800,000 from a project involving purchase and sales invoicing. Robinson was able to improve the processes in place by bringing in web-based solutions which helped to speed up the process, improve customer service and increase overall efficiency.

Robinson explains: "Several projects we have taken on since being Lean Six Sigma trained have improved significantly. The business processes have become more polished, which in turn has resulted in significant savings for both the organization and our customers. In receiving Lean Six Sigma certification from BSI, we now have something tangible to show our customers which gives them the added confidence in our ability to provide them with best possible service".

The Lean Six Sigma training programme relates to many business aspects throughout a large number of industry sectors. Once a member of the organization becomes Lean Six Sigma Black Belt trained, they can help to instill the methodology throughout the rest of the organization. This highlights the real value that Lean Six Sigma training can provide; proving that even in the current economic downturn, gaining certification to a targeted training programme can see vast returns on investment and is by no means simply another training 'fad'.

## BSI's role

Derek Robinson decided that the internationally recognised training programme from BSI Training was the most productive route to take by becoming Lean Six Sigma Black Belt trained. By gaining certification from a reputable company like BSI, Robinson also believed that adopting this training approach would give the company a competitive edge whilst enabling it to service its clients to a much higher standard.

Contact us to find out how BSI can help your business make excellence a habit.

**bsi.**

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