

Say hello

Get in touch to discuss your organisation & bespoke solution



# Develop your whole organisation with a:

# Full Transformation Programme

## Your challenges



Sarah,  
Chief  
Executive

*"We have lots of problems that we're trying to resolve, but for every step we take forward, we take another step back. We're not getting anywhere quickly and our improvement efforts feel disjointed. My workforce are not making enough progress to deliver great services for our customers."*

## How we can help you

*"A full transformation programme is an opportunity to embed a culture of continuous improvement and innovation in your organisation, maximise efficiency, and provide the best customer experience.*

*Most of the time, sticking a plaster over a problem isn't enough. We align your culture, leadership, and services into a single, cohesive programme. To quicken the pace of progress and create a significant impact, we unite everyone with a common goal or purpose, no matter how big or small their role is.*

*By encouraging collaboration across your organisation, we engage everyone involved to redesign services. This motivates your teams to transform services for your customers by removing wasteful activities.*

*Our approach makes sure your people are skilled to make sustained improvement in the future, from leaders to the frontline. We grow expertise within your organisation to tackle new challenges and ensure the customer continuously receives the best service; supporting sustainable improvements and ROI."*



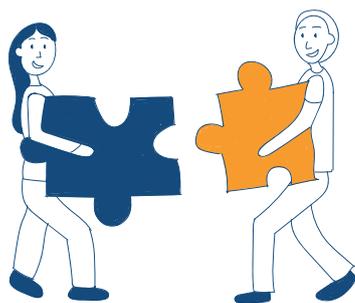
G,  
Director at  
Ad Esse

### Business benefits

- Improved customer & staff satisfaction; broken down siloes
- Complete visibility & ownership of performance
- Sustainable benefits & continuous improvement culture

## Our methodology

We follow a proven methodology to ensure consistent excellence and help you get the most value from your investment.



1. Prepare  
Identify & align your objectives (senior level)

2. Diagnose  
Understand your current situation

3. Innovate  
Plan your ideal future state without limitations (high level)

4. Fix / Design  
Redesign operating models, processes & systems

5. Implement  
Roll out your planned actions, overseen by our Implementation Manager

6. Sustain  
Transfer tools and skills to your team for continuous improvement

### Get in touch

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# Client Story



## The Children's Society

### Lean Transformation

A Lean Transformation programme was commissioned to support TCS' strategic intent to become high performing, agile and efficient. The programme ran alongside a Cost Reduction work-stream, to save time and effort for staff where roles and resources had been affected.

The main challenges were supporting the reduction in headcount and the organisation in moving towards a stable, agile and efficient core. Supporting public-facing departments to maintain service levels, despite some teams being reduced by as much as 60%, posed challenges of staff engagement, availability and motivation. Internal communications and maintaining momentum alongside significant staff turnover also required sensitive handling.

### Results & ROI

- Supported a concurrent cost reduction programme, resulting in £2.5M of savings
- Trained 128 leaders (96%) out of 133, with more to follow
- Rolled out Information Centres across five Directorates (28 out of an identified 33 to date)
- Initiated physical 5S across six major office locations (including headquarters and regional hubs)
- Established a team of four Lean Champions and completed training to ensure skills transfer

### How Ad Esse helped

The programme had two strands - firstly, implementing Lean Foundations across the charity (Information Centre roll-out, 5S, Lean for Leaders training, embedding Lean Champions) and secondly, re-designing twelve key processes within various directorates.

The foundation work was designed to help TCS achieve cultural change, with the process reviews aimed at maximising customer value and eliminating waste. The ultimate objective was to enable TCS to do more for less, following the Cost Reduction programme.

Scope was defined by the organisational diagnostic findings and consultation with senior leaders. The initial process redesigns were prioritised on what would bring the most financial benefit and resource capacity.

Each process was divided into two distinct stages: Re-design and Implementation. Process maps and implementation plans were produced across the twelve areas, along with a set of effective measures to understand performance.



**"It's been a pleasure working with Ad Esse and while it's taken some time, we are now seeing significant changes to the way the business not just performs, but thinks. While subtle when looked at in isolation, the changes in culture, language and thought process combined are contributing to a new Continuous Improvement culture within the business."**

Dan Oehlman, Head of Business at One Housing Group

## Key Stats

- 216% ROI on transformation programme investment (first two years of programme) - One Housing Group
- 632% ROI on transformation programme investment (first two phases that were supported by Ad Esse) - mhs homes
- 20% reduction in costs across the whole council - Merton Borough Council
- £1 million pounds in savings, 88% reduction in failure demand contact and services being delivered 4 times faster in East Sussex County Council Adult Social Care Directorate
- Employee turnover reduced from 43% to 21% in 12 months (and still improving!) - Blood Cancer UK

## Why choose Ad Esse?

We're masters of change; helping organisations with a social purpose transform the way they work to create a long-lasting impact on the people who need it most. We are focussed on continuous improvement and work with your frontline staff, as well as senior management. Our team have experience within the sectors we serve and we base all our work on Lean principles.