

Say hello

Get in touch to discuss your organisation & bespoke solution



Develop your people & culture with:

Skills Transfer

Your challenges



Sarah,
Chief
Executive

"I'm worried that we won't be able to keep up with the improvements that we need to make. My staff just don't have the skills to identify what change is needed and then deliver it effectively. External help isn't always a feasible option for us and my staff are uninterested and resistant to change. We're all battling seemingly unsolvable problems and workforce frustrations are high"

How we can help you

"Sustainable progress is challenging without developing your people and culture. That's why we include skills transfer in every project to make sure you have the tools, knowledge and proven methodologies to continue making improvements after we leave.

We upskill your staff from leaders to the frontline, so that expertise can grow within your organisation and you can continue to tackle challenges in the future; ensuring your customers receive the best service.

By empowering your frontline team and making them part of the change process, we positively engage everyone in redesigning services and get them to take ownership themselves.

Taking this even further, we offer a recognised Lean Competency System (LCS) accreditation to boost your people's commitment to continuous improvement and provide a solid goal for them to strive towards."



Rhiannon,
Director at
Ad Esse

Business benefits

- Improved staff retention & satisfaction rates
- Sustainable improvement culture
- Greater in-house capability & improved customer service

Our methodology

Our experts provide your people with practical hands-on experience and transfer skills at every stage of the project. We transfer skills to practitioners, leaders and frontline staff to ensure the whole organisation works cohesively with an improvement-focused culture.



1. Training

Training in a workshop; learning theory and how to practically apply your lessons in a workplace environment



2. Shadowing

Observing Consultants putting training into practice



3. Coaching

Delivering improvement initiatives with guidance



4. Support

Independently delivering initiatives with ongoing professional support from our experts

Get in touch

www.ad-esse.com

hello@ad-esse.com | 01164 788 258

Registered office: 76 New Cavendish Street, London, W1G 9TB



Client Story



mhs homes:

Knowledge transfer to Champions

As part of an organisation-wide implementation of Lean, mhs identified the need to develop in-house Lean capabilities to ensure the Lean programme was a success and also to continue to improve processes and services after the initial reviews.

A Lean Champion is the organisation's internal Lean subject-matter expert in implementing Lean philosophy and specific tools. However, you cannot become a Lean Champion by simply reading a book, it is a combination of theory and practical application that is essential for the development of well-rounded Lean Champions who will be capable of leading improvement activities or transformation programmes.

Lean Champions can come from any part of the organisation and may begin with different skill sets - a previous knowledge of Lean or change management is not essential when recruiting Lean Champions. An ideal Lean Champion is enquiring, self-reflective, and personable with a passion for improvement - these tend to be qualities that cannot be learned.

Results & ROI

- In-house Lean capacity and capability developed within mhs homes Service Improvement Team
- Ability to undertake all internal reviews and support use of Lean tools and techniques

How Ad Esse helped

Step 1: Develop awareness (7 months)

The team had 10 days of classroom training and on-the-job observation of the initial reviews

Step 2: Apply learning with support (9 months)

Second phase reviews were led by the Lean Champions, with light-touch support from Ad Esse

Step 3: Apply learning unsupported (On-going)

Third phase of reviews undertaken at mhs homes with very little Ad Esse support

Step 4: Develop others

All staff that join mhs homes attend an 'Induction to Lean working' session that is led by a SIT Lean Champion

All managers attended a 'Lean for Leaders' session initially led by Ad Esse and now led by SIT Lean Champions to deliver alongside their manager.

The roll-out of Information Centres, have enabled staff to address problems and implement solutions or ideas on a daily basis across the organisation.



"We loved the practical 'common sense' approach that was initially adopted and used subsequently, and the greatest compliment I can pay Ad Esse is that in mobilising the JV contracts there has been such a transference of skills and knowledge to A2Dominion staff that we are able to mobilise along Lean lines with minimal consultancy support."

David Lingeman, Group Director of Property Services at A2Dominion Group

"The Ad Esse training & coaching combines all my learning & experience to date in a perfect combination"

Paula, Change Manager at One Housing

Key Stats

- £2.75m (mostly recurring) & £1.85m (extras first year) in cashable savings
- £0.38m (recurring) & £1.45m (extras first year) non cashable efficiencies
- 438% return on investment with two years with an additional 426% return on results that the Lean programme contributed towards

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.