

Facing the challenge to increase quality while working more efficiently using Lean Operational Management and Lean Six Sigma at Statistics Netherlands

Jeremy Visschers

Session 8

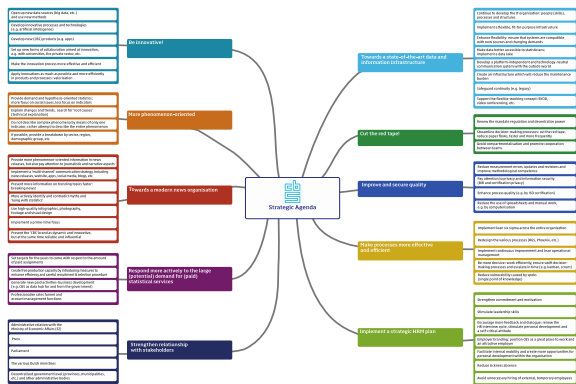
Statistics Netherlands

June 1th 2016

J.Visschers@CBS.NL



Ten point strategic agenda

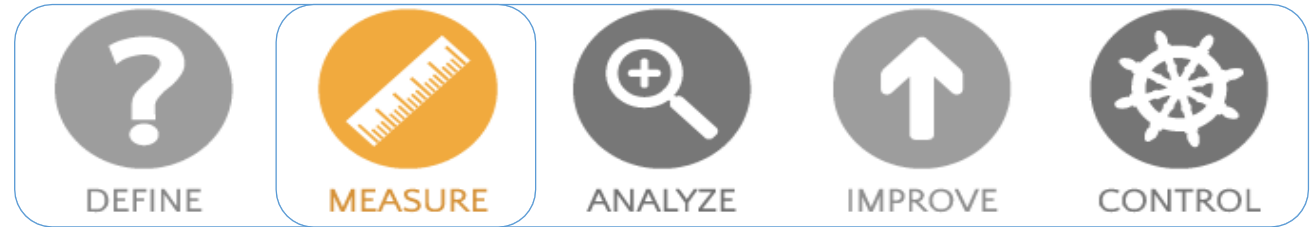


Improve and secure quality

- Reduce measurement errors, updates and improve methodological competence
- Pay attention to privacy and information security (BIR and certification privacy)
- Enhance process quality (e.g. by ISO certification)
- Reduce the use of spreadsheets and manual data entry, e.g. by computerisation

Make processes more effective and efficient

- Implement lean six sigma across the entire organization
- Redesign the various processes (RGS, Photo, etc.)
- Implement continuous improvement and process management
- Be more decisive: work efficiently, ensure quality and make processes and escalate in time (e.g. by computerisation)
- Reduce the use of spreadsheets and manual data entry, e.g. by computerisation

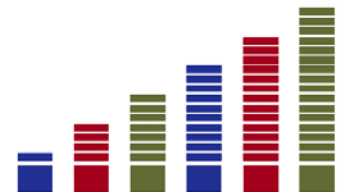


IT-redesigns

- Introduce new methodological methods
- Introduce new sources of (input)-data
- Replace old-IT

Growing need:

- Secure knowledge and quality
- Decreasing size of the work force



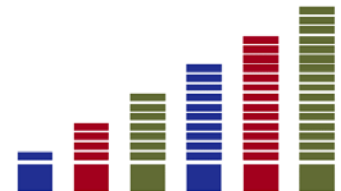


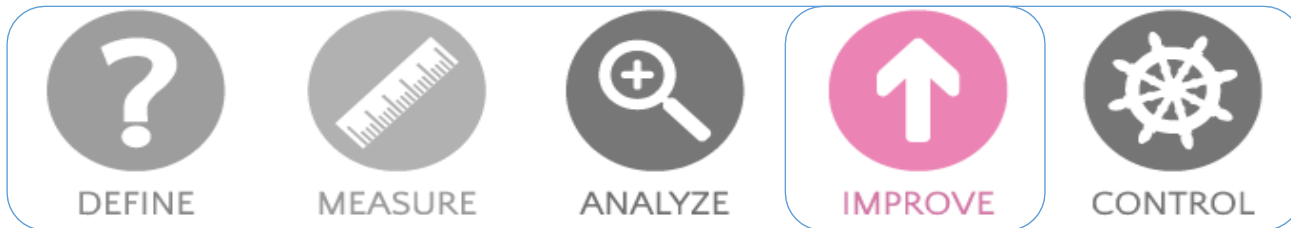
IT-redesigns:

- Low frequency, every 5-10 years
- High investment, long return-of-investment time
- Dependent on specialists in IT, methodology

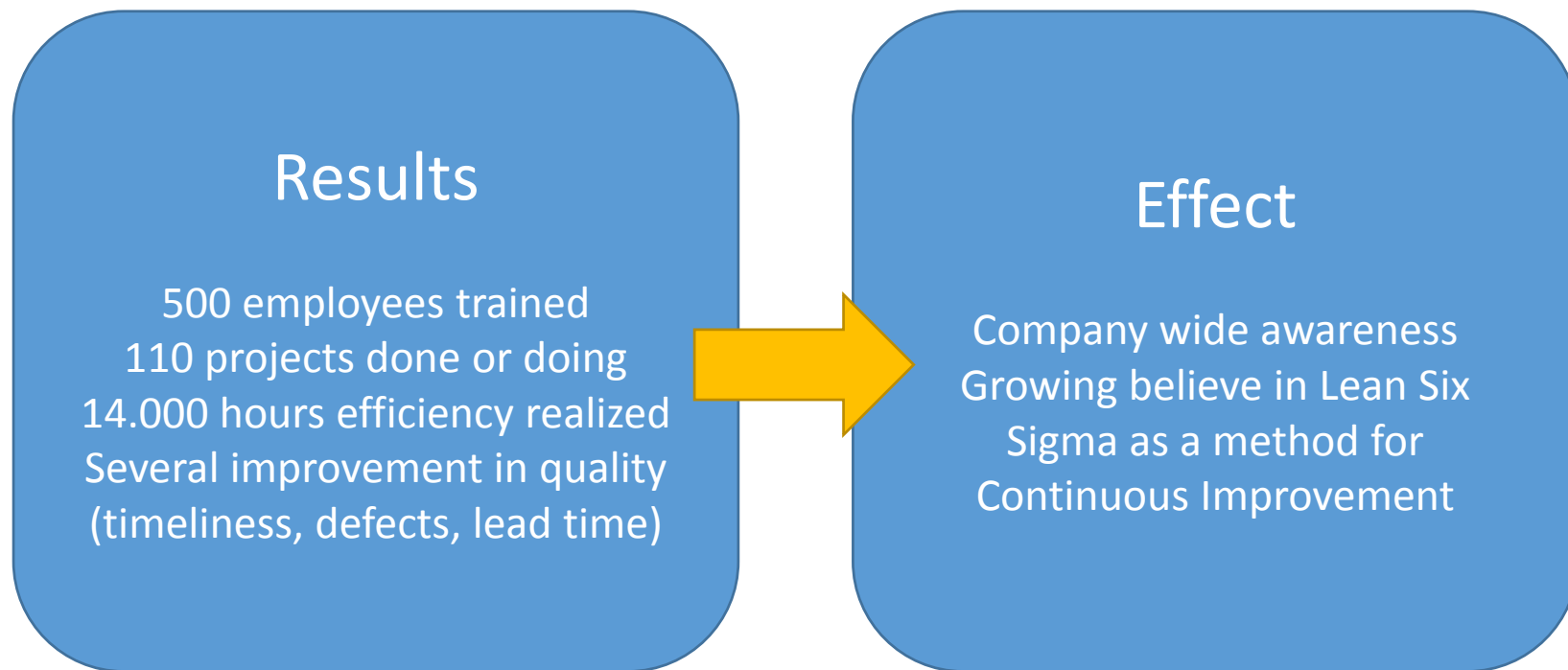
Growing need:

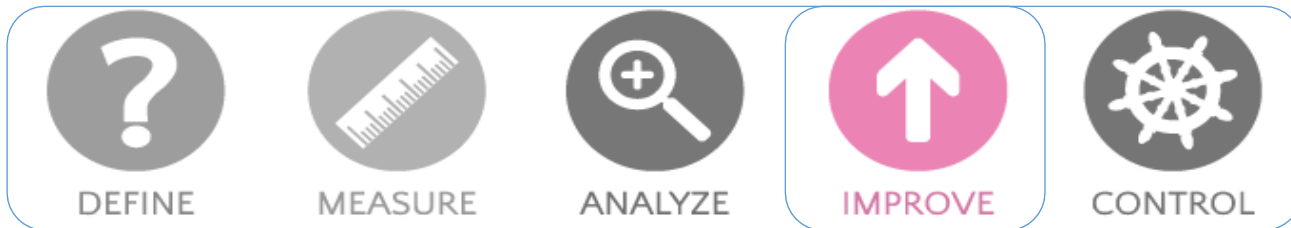
- Quick results, in higher frequency
- Less dependency on specialists, more relying on knowledge of the employees themselves



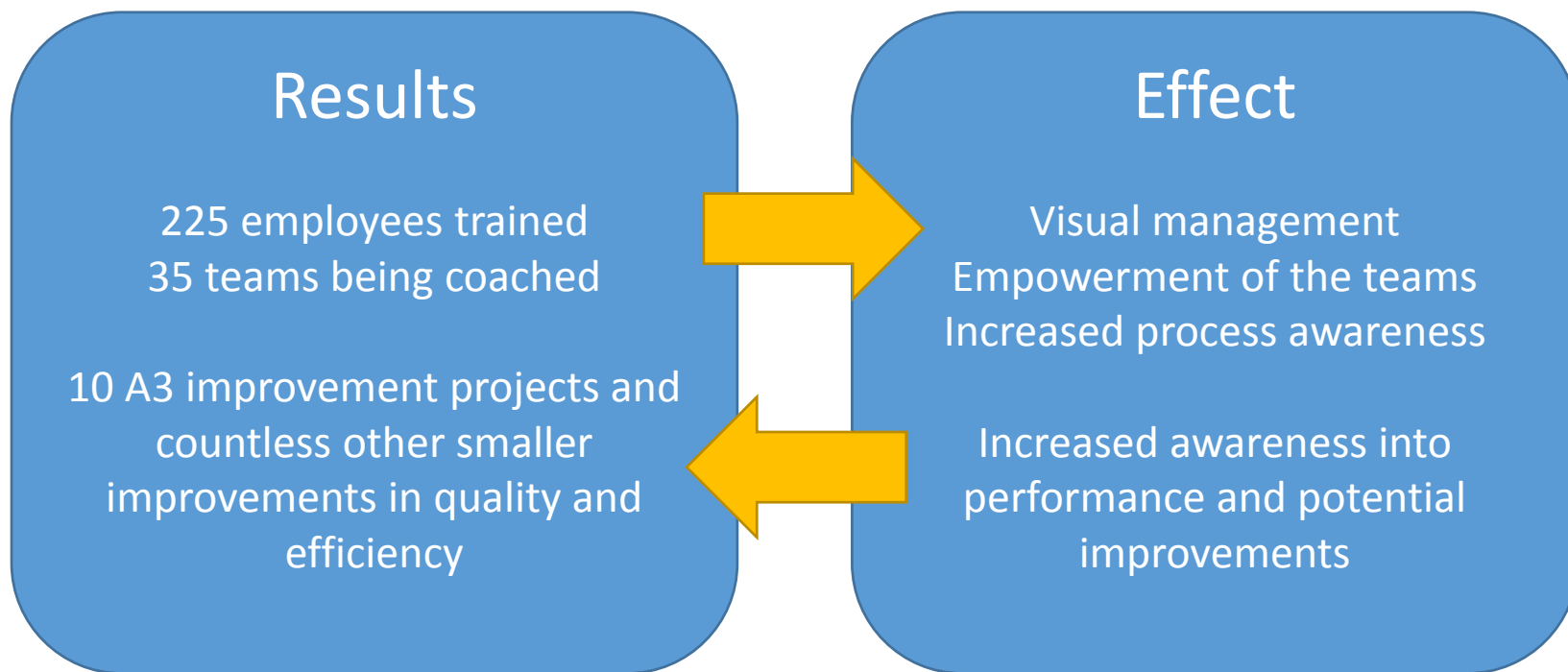


Solution: Lean Six Sigma





Solution: Lean Operational Management





Lean Operational
Management



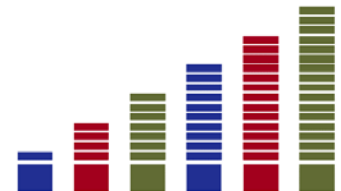
Performance gap

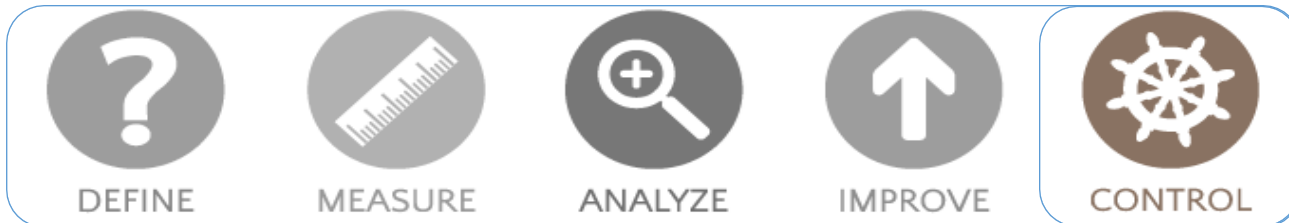
Just-do-it

A3

Lean Six Sigma project

IT-redesign





Consolidating
Growing
Embedding

