

The recently renovated and extended Cumbernauld Campus includes unique facilities for the experience of students in Scotland.



#### Lean Team

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#### Lean Implementation Project

The team from Cumbernauld College focussed their project on the application process for full time courses. The catalysts for choosing this area were:

- Recruitment – a key business process
- To Increase focus on the wider college experience of learners
- A need to review, develop and document the process
- A desire to improve sustainability
- Increasing number of applications

#### Objectives and planned benefits:

- Investigate the process area leading to recommendations and improvements
- Plan systems development in consultation with stakeholders
- Implement and evaluate low cost / no cost improvements within current cycle
- Plan for implementation of more resource intensive and longer term objectives

#### Methodologies utilised by the team

- Team working and brainstorming
- Value stream mapping
- Waste identification
- Ishikawa diagrams
- Why-why charts
- 5S
- Poka Yoke
- PDCA (plan, do, check, act)

#### Project improvements following initial implementation:

- External communications
- Internal communications
- Internal systems
- Staff efficiencies
- Customer satisfaction
- Admissions – policy and procedure

The above improvements have led to improved financial performance due to reduction of administration staff costs as a result of decreasing non-value added activities, reduction of down-time for curriculum managers, reduction in postage and stationery costs and reduction in marketing costs. The team now has a detailed analysis to show a **specific cost saving of £40,634 per annum.**

This project has led to the promotion of further Lean activity throughout the college.