



The SFA Players Registrations Team engaged on the LMT programme as the 2007/8 season saw an increase of approximately 100,000 in volume of players registered (twelvefold increase) as new systems were introduced. This meant the process had to be speeded up on a massive level.



### Lean Team

**Sandy Bryson**  
Head of Registrations Department

**Karen Costello**  
Player Registrations Administrator

**Marco McIntyre**  
Player Registrations Administrator

**Vicki McMullan**  
Player Registrations Administrator

### Lean Implementation Project

By mapping out the Player Registration process the team:

- Identified delays in process
- Agreed that changes were needed
- Agreed on the need to unify working practices
- Identified savings on cost and time
- Created a culture of team discussion for change.

### Through Lean Training the team:

- Discovered different working practices
- Tackled issues from a "brown paper" exercise
- Agreed a way forward

### Ishikawa analysis highlighted:

- Issues that were not initially obvious
- Slow processes within the registration area
- Working procedures in need of change

### Added value & efficiency findings

- Overall process too slow
- Unnecessary steps within process
- Duplication / Time Management
- Different working practices
- External Factors / IT Problems
- Pressure of other work

### Implemented solutions

- Revision of the backing letters process
- Electronic acknowledgements
- Streamlining of filing procedures
- Standard working practices – new procedures
- Registrations training for clubs
- Departmental updates and training

### For future implementation

- Clubs downloading their own registration forms
- Web based acknowledgements
- Clubs to keep own club information up to date
- Reduced telephone enquiries
- Better time-management

### Productivity Benefits achieved

- Staff cost savings of £11,600

### Environmental Project Benefits

- Electronic data movement has reduced costs as follows:  
Postage savings of £8,000  
Paper reduction of £2,500

"The Registrations department thoroughly enjoyed the LMT programme and as a result they have gained in stature creating a new progressive department that the SFA can be proud of."

Sandy Bryson – Head of Registrations Department