

**alexander**  
engage. challenge. change.

# Case Study



## The Ordnance Survey Delivering results through continuous improvement

### In brief:

- Ordnance Survey wanted to train their field supervisory staff in continuous improvement, Lean and Kaizen.
- Alexander designed and delivered a bespoke development programme for them, which was so successful, that resulted in over 115 staff being trained as opposed to the intended original 18.
- These staff members improved their processes, which increased output by 40%; this led to the elimination of the backlog of work and the generation of savings of over £400,000 in the first six months.



### Think with us ...

If you're reading this, then you're probably just like us, always curious about new ways of working.

The aim of our case studies is to promote sharing of knowledge and from it **thought leadership**. We hope this study helps you think through and explore some of the issues we now face.

Your questions and feedback are welcome.

Call us on 023 8022 5020 or email [kay.bocock@alexander-ecc.com](mailto:kay.bocock@alexander-ecc.com).

# The Ordnance Survey Delivering results through continuous improvement

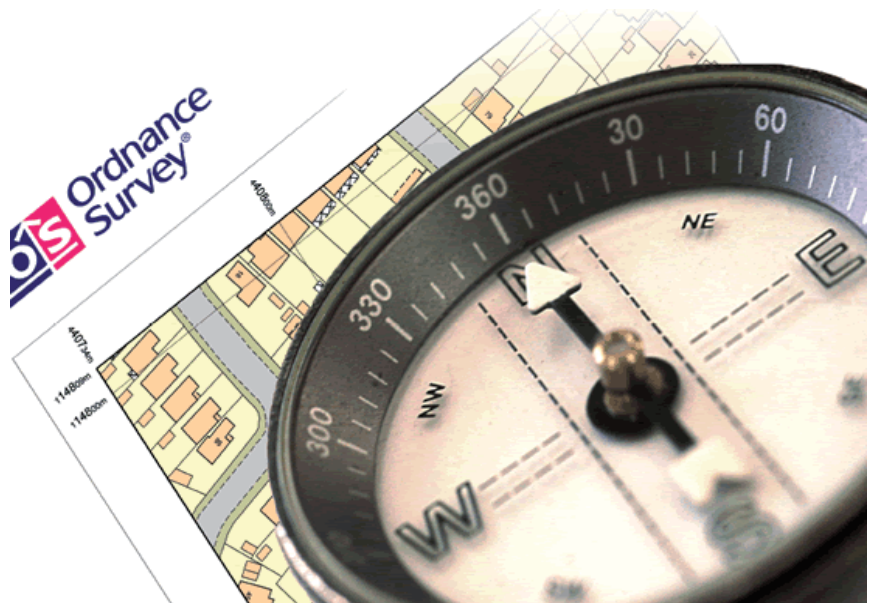
## Case Study

**Ordnance Survey is Britain's national mapping agency and an internationally recognised market leader in their field. Their digital and printed products underpin £100 billion of economic activity in Britain every year. Since becoming a Trading Fund in 1999, it had to become more commercially adept and focused on increasing revenue, as well as improving product and service design and delivery.**

The organisation knew that, to carry on being commercially successful, they had to make continuous improvement a part of their culture. They had been looking for a bespoke course that would do this and approached Alexander to design one.

Alexander designed a programme tailored to the specific needs of the recipient field supervisory staff. The course included exercises and projects based on their own data and business plans. Alexander focused on applying continuous improvement, Lean and Kaizen techniques to the problems they were facing. The delegates examined their existing processes and eliminated wasteful activities from them (e.g., rework, waiting, travelling, movement, duplicating effort and redundant practices).

Because of Alexander's approach, the Ordnance Survey staff learned how to make continuous improvement effective in the workplace and developed their skills in a real environment.



# The Ordnance Survey Delivering results through continuous improvement

## Case Study

“

“The workshops have been a particularly useful way to introduce new ideas and increase staff awareness of the need to change. The courses have been a solid investment in the development of key staff and have delivered tangible results.”

Peter Durnford, Manager,  
Ordnance Survey.

”

The training led to some fantastic results:

- The course was originally intended for 18 supervisors. However, due to its success, this was increased to include Managers and the Operations Director. The final number of staff, supervisors and managers doing the programme was over 115.
- Unmatched levels of co-operation between colleagues and work groups meant that the output nearly doubled almost immediately.
- The output increased by 40%, eliminating the backlog of work and generating savings of over £400,000 in the first six months.

**Alexander is a leading independent change management consultancy that specialises in strategy, performance management and improvement.**

**If you would like more information, please contact Kay on 023 8022 5520 or email [kay.bocock@alexander-ecc.com](mailto:kay.bocock@alexander-ecc.com).**

## Alexander People - what we believe

Alexander people are business people who are passionate about public services. We take what's good from the private sector and shape it to meet the demands and challenges of public service. So when we look at the world and see what's wrong, our instinct is not to complain about it, it's to do something about it. This means that, when we look at our own company, we don't just look at its performance as a business; we look at the difference we make to changing public services and society for the better.

The people who manage and deliver public services today face huge challenges. They deserve someone to think with and people who can help to do the things they haven't the capacity to do themselves.

That's why we **engage** and connect with the people at all levels in public services who face these challenges.

Then we help them **challenge** the way things are.

So that they can deliver real **change** for the better.

That's what we do: **Engage. Challenge. Change.**

There's a belief that, without a profit motive, there isn't enough to drive public services to be better. We say that the stakes couldn't be higher. For people who work in and with public services, if we fail, society fails. **We believe this is the most powerful driver there is.**

## Alexander People - what we do

### Knowing where to go and how to get there

- Strategic & organisational review and diagnosis
- Shared vision
- Transformation strategy
- Transformation blueprint
- Stakeholder engagement
- Change readiness
- Communications

### Delivering customer value with less resources

- Lean Systems Thinking
- Service transformation, design and improvement
- Shared services
- Function and service reviews
- Options appraisals and business case development

### Enabling change to happen

- Programme and project management
- Change Management and benefits realisation
- Building capacity to change
- Skills and knowledge transfer

### Making change sustainable

- Leadership development
- Management development
- Continuous improvement strategy and culture
- Skills and knowledge transfer

## We work with...

Alexander works with people & organisations in the public sector, including:

- District Councils
- Unitary Authorities
- County Councils
- Housing Associations
- Police Services
- Health Services

If you'd like to talk about how we can help you, call us on 023 8022 5520.

## Alexander - contact us

Telephone 023 8022 5520

Email [talktous@alexander-ecc.com](mailto:talktous@alexander-ecc.com)

2 City West

Millbrook Road East

Southampton - SO15 1HN