




# Case Study

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## Business Process Efficiency - Value Stream Logan City Council

-  Focus on Value Added Activities
-  Empowering Teams to Lead Change
-  Providing Value for Money Solutions

### Overview

Logan City Council are the third largest local government organisation in Southeast Queensland, employing approximately 1,700 staff and serving 380,000 residents across 70 suburbs. A key part of the Council's Records and Information Branch, the Mail Room team provides Printing and Mailing services to the entire organisation, supporting the provision of high quality, responsive and customer focused communications.

Efficiency Works were engaged to:

- Map the existing business process.
- Provide an accurate cost model.
- Apply a Lean Continuous Improvement Framework to identify areas for improvement.
- Find specific opportunities to reduce internal process costs.

These objectives were successfully achieved through the application of a combined Structured Problem Solving and Value Stream Mapping approaches.

Conducted over the course of 5 project days and 5 weeks, a cross functional team accurately defined an intended set of goals and outcomes before comprehensively mapping the existing business process, identifying and costing options for improvement and developing an action plan to deliver these improvements to the organisation.

### Outcomes

Clearly defined project results:

- 15% reduction in mail out process costs.
- Shorten lead times.
- Transfer of skills to support further projects.
- Improved internal customer communication.
- Staff engagement, solving known problems.
- Supporting organisational goals.

