



Enterprise Excellence

Business Unit Accreditation and Assessment

Embedding a Continuous Improvement Culture

Accreditation

Our Business Unit Accreditation programme provides **visibility** and an **incentive** for leaders to focus on improving their Lean/CI maturity.

It will also allow **comparison** of maturity levels across the centres and teams in your business helping you to identify specific **opportunities for improvement** within teams and **celebrate successes**.

About Us

Founded by
Professor Peter Hines
(co-founder of the
Cardiff University
Lean Enterprise
Research Centre)
in 1996

S A Partners are
leading global
providers of
Lean training and
consultancy dedicated
to helping
organisations
embed a sustainable
culture of improvement.

www.sapartners.com

The Assessment Process

If you are embarking on or in the process of implementing a company wide Lean/Continuous Improvement programme then team accreditation is a great way to sustain your improvement activities and embed a Lean/CI culture .

Based on our experience working with some of the worlds leading companies we have developed a set of Lean Maturity Assessment tools which measure progress against a common framework based on the Lean Business Model ®.

There are three levels of accreditation awarded.

Bronze level accreditation is typically awarded based on the results of the self-assessment survey together with input from the Continuous Improvement partner.

Silver and **Gold** levels require a formal on site review, carried out by your own experienced Continuous Improvement Team or the S A Partners team.

The Self Assessment Survey

A self assessment survey is conducted via a web-based survey tool, with links to the survey sent to nominated individuals within your teams via email.

Typically the survey takes a respondent 15-20 minutes to complete and the survey is left open for several days to allow flexibility for when respondents can complete it.

Our team will work with your central Lean/CI team to customise the self assessment survey to make sure that it reflects your businesses activities, terminology and language.



We will also set up and pilot the survey with a sample group within your organisation.

Once the survey contents are agreed upon we will administer the survey, manage the responses and provide you with a detailed assessment report highlighting the areas for the team and the Continuous Improvement Partner to work on.

Three levels of Accreditation

There are three levels of accreditation awarded
these are known as

Bronze, **Silver** and **Gold**



BRONZE **(Deployed)**

Based on a self-assessment survey taken by all or a representative cross section of the team indicating that Continuous Improvement principles are well embedded in the team and at least **40%** of the team are actively involved in the Continuous Improvement program



SILVER **(Autonomous)**

Based on a self-assessment survey taken by all or a representative cross section of the team, together with a detailed on site review, indicating that Continuous Improvement principles are fully embedded across the whole team and at least **60%** of the team are actively involved in the Continuous Improvement program.



GOLD **(Way of Life)**

Based on a self-assessment survey taken by all or a representative cross section of the team, together with a detailed on site review, indicating that Continuous Improvement principles are fully embedded across the whole team and at least **80%** of the team are actively involved in the Continuous Improvement program.

Assessment Report and Feedback

Our team will collect and analyse the results and provide a report for each site or team including both numerical and graphical representation of the average and range of scores for each question and element,

The elements that are measured will be customised to the client.

This is an example illustration
showing the summary results.

The client chose 5 elements.

Our standard scoring regime comprises the range 0-5 with 0 = not evident at all and 5 = way of life.

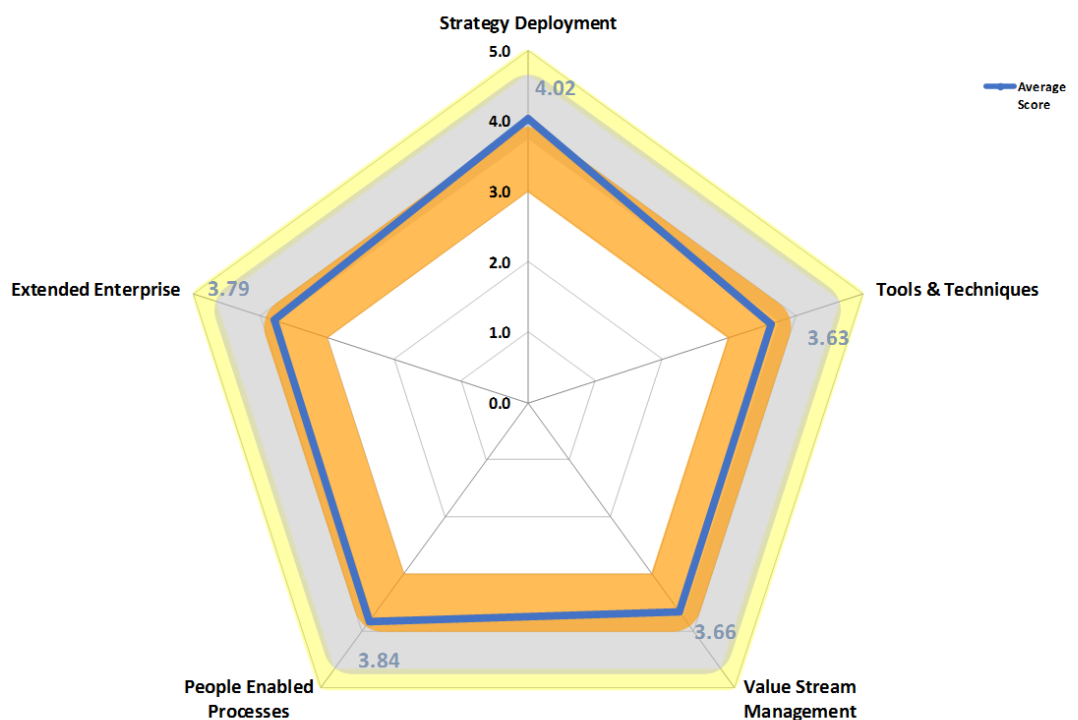


The report also includes in depth analysis and key insights into each of the elements that are measured with recommendations for further action.

Target High Performing Score	Questions	Agreement Score	Agreement Factor	Range of Scores
147	In all questions, there is a valid defined case language for the purpose to establish and/or defend a position on a specific issue. All definitions are clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. The case language is clearly defined and consistent with the case language. 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Summary Radar Chart for Example Team

Average Score = 3.79



The Shingo Prize



The Shingo Prize is the Global Standard of Sustainable Enterprise Excellence awarded to organisations that demonstrate a culture where the principles of Enterprise Excellence are deeply embedded into the thinking and behaviour of all leaders, managers and associates.



S A Partners have helped several companies to achieve Shingo Awards and organisations that reach Gold Level accreditation will be at the standard required to challenge for a Shingo Award if they wish to do so.

Contact Us

Chris Butterworth
Partner and
Managing Director
S A Partners
Asia Pacific

☎ 0447 783 877 mob
☎ 02 9555 7850 Office

chris.butterworth@
sapartners.com



In 2012 we were engaged by Commonwealth Bank to provide accreditation at a Business Unit level. We worked closely with the clients internal team to design the process and criteria for formal accreditation for business unit competency and maturity through all 3 levels .

Since then over 35,000 staff have taken part and over 600 individual team reports have been generated. We have accredited several hundred Business Units at Bronze level and trained the internal team in assessing the higher levels of accreditation.