**Project Summary:**
To streamline and reduce staff time required for an office move.

**Project Team:**
David Gardiner, Gerry Mason, Lynn McDonald

---

**Background**
(how was the project identified)
Discussion noted several of us had recently moved office and had a variety of experiences, noting that it was hard work, time consuming, required support and coordination form several areas and also required careful sequencing of events which was not documented anywhere nor were the key contacts for each area known. The most successful (least disruptive) office move required the full time support of a Personal Assistant which is a service unavailable to most members of staff.

**Objectives**
(what were the intended outcomes for the project)
I. To streamline the office move process.
II. Reduce the staff time required for an office move
III. Make the information required more readily available
IV. Document the process

**Approach Taken**
(including tools applied)
- Issue definition – Inefficient use of staff resource (to maximise the value)
- Reviewed the 7 Service Wastes
- Mapping of Current State: included those involved in the current process which included Estates and Campus Services – Property Management and Portering Services; Information Services and staff that had recently moved office.
- Root Cause Analysis
- Fishbone/Ishikawa – verbal use of this approach to ask why, why, why to the group
- Pain Gain Chart
- Mapped Future State
- Implementation planning
- Agreed measures
- First round of Post implementation review
- Future to include second round of implementation review once technical resource available to support automated processing of form

**Summary of Impacts and Improvements**
(including measures and metrics)
The steps involved in an office move originated at 33 and after the LEAN process was reduced to 10 steps. Major improvement was the production of one document which included all the steps required for an office move, space for appropriate information as well as all the contact details for each area that supports/is involved when a member of staff moves office (crates, packing, clean-up, IT support, porters, telephony, etc).

Another major improvement was agreement by Estates and Campus Services to purchase crates in order to support office moves. This would also involve the
Delivery, tracking and charges to departments for crates not returned (so the quantity of the crates can be maintained).

<table>
<thead>
<tr>
<th>Lessons Learned (what advice would you give to others)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Involve everyone in the process from the start</td>
</tr>
<tr>
<td>• Open discussion/safe environment</td>
</tr>
<tr>
<td>• Biscuits and tea</td>
</tr>
<tr>
<td>• Management support to do a LEAN review – it does take time so staff need to be released to do it properly.</td>
</tr>
<tr>
<td>• University support – so that developments/changes will get implemented and the LEAN process will be encouraged</td>
</tr>
</tbody>
</table>