



fmg support
fleet performance improvement

BSI Lean Six Sigma

CASE STUDY FMG SUPPORT

Summary

Needs

- To increase efficiency
- To stay ahead of the competition
- To improve employee skills
- To measure return on investment for training

Benefits

- Improved customer service and efficiency
- Cost savings and cash flow improvements totalling £800,000 on purchase and sales invoicing project
- Improved business processes

Background

FMG Support is the UK's largest independent fleet performance improvement company and has been operating since 1986. Its key service areas are fleet incident management and roadside repair and recovery management. FMG Support has a UK-wide network of supply partners and national customers including Royal Mail, Carlsberg and the Highways Agency. The company employs around 450 people and has an annual turnover of over £80m. In March 2008, the FMG Support Board secured a multi million pound investment from private equity firm Aberdeen Asset Management to fund further market growth and innovation.



Customer Needs

Today many organisations are looking for ways to make the most of greatly reduced training budgets. Approximately 900 managers surveyed in a 2009 report from the Chartered Institute of Personnel Development agreed that even in uncertain financial times the need for a skilled workforce remains a priority. Seven out of ten managers also insist that learning and development is still high on the agenda for them. With budgets being stretched, the sensible training option would be to choose techniques that will generate a higher return on investment, thus making the need for training easier to justify.

Lean Six Sigma training techniques were attractive to FMG Support due to its aim of increasing efficiency and staying one step ahead of its competitors. By collecting data which measures a return on investment, FMG Support is able to see in real terms how the training programme is benefiting the business. This is especially important in the service and public sector industries where there has recently been a lot of interest in Six Sigma. Bill McIntyre, BSI Training's Six Sigma Manager, explains: "Organisations need to see that the training schemes they are implementing are having an impact in line with the overall business strategy and with Six Sigma in particular, this is easily measured".

Derek Robinson, Business Process Improvement Manager, completed the five stage improvement process to becoming a certified Lean Six Sigma Black Belt over the course of one year. He is now able to pass on his new skills to other members of the organisation. "Six Sigma is a shared learning

scheme which enables me to pass on the new skills that I have learned through the programme onto the operational team who can then infiltrate it into the rest of the organisation. This ensures that the maximum number of people can benefit from the training".

Benefits

Since completing the Six Sigma training with BSI, Robinson has witnessed many internal and customer related benefits, most notably the cost savings and cash flow improvements totalling £800,000 from a project involving purchase and sales invoicing. Robinson was able to improve the processes in place by bringing in web based solutions which helped to speed up the process, improve customer service and increase overall efficiency.

Robinson explains: "Several projects we have taken on since being Six Sigma trained have improved significantly. The business processes have become more polished, which in turn has resulted in significant savings for both the organisation and our customers. In receiving Six Sigma certification from BSI we now have something tangible to show our customers which, gives them the added confidence in our ability to provide them with best possible service".

The Six Sigma training programme relates to many business aspects throughout a large number of industry sectors. Once a member of the organisation becomes Six Sigma Black Belt trained they can help to instill the methodology throughout the rest of the organisation. This highlights the real value that Six Sigma training can provide; proving

that even in the current economic downturn, gaining certification to a targeted training programme can see vast returns on investment and is by no means simply another training 'fad'.

BSI's Role

Derek Robinson, Business Process Improvement Manager at FMG Support decided that the internationally recognised training programme from BSI Training was the most productive route to take in becoming Six Sigma Black Belt trained. By gaining certification from a reputable company like BSI, Robinson also believed that adopting this training approach would give the company competitive edge whilst enabling it to service its clients to a much higher standard.

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