Public Sector

Process Improvement Programs

Consulting, training and technology solutions specifically designed for government and public sector.
Transforming Public Services

Senior decision makers across the public sector face immense challenges; most notably to improve vital services using the same or less resources.

Using established Lean techniques, Leading Edge Group helps public sector bodies to embrace sustainable process improvement, thereby transforming their service offering.

Positive Impact

Organizations that work with Leading Edge Group can expect to improve processes by more than 25% within 12 months.

✓ Substantial cost savings
   Helping public sector teams provide better services with the same or less resources.

✓ Eliminating inefficiency
   Rethink ways of working to maximize efficiency in public sector service delivery.

✓ Improved service quality
   Streamline processes with an emphasis on lower costs and enhanced customer service.

✓ Positive staff morale
   Supporting staff at all levels to improve working practices, boosting job satisfaction.

✓ Promoting excellence
   Putting innovation at the heart of the public sector offering.

✓ Resolving problems
   Bringing challenges to the surface and addressing them in a team environment.
Consulting Services

Strategy, processes and tools to implement sustainable change and deliver measurable results.

Lean Transformation
Supporting organizations on their Lean journey

Using our unique Lean transformation model, we partner with organizations on their Lean journey. By establishing a continuous improvement framework that can be easily understood and deployed, we create a sustainable culture of continuous improvement, built on an educated and empowered workforce.

Data Protection
Expert strategies for GDPR compliance

Coming from legal, IT, cyber security, financial and senior business backgrounds, our dedicated Data Protection Division offers in-depth expertise of data protection and e-Privacy. Through impact assessments and ongoing management of data protection and privacy requirements, we ensure continued compliance for public sector organizations.

Quantitative and Qualitative Research
Evaluate the performance of products and services

Market research helps public sector bodies to assess overall performance, products and services against best-in-class organizations. We offer both qualitative and quantitative research to help organizations improve their services based on current and accurate data.

ICT and Digital Strategy
Implement effective technology systems

Technological advances and compliance regulations mean public sector organizations face increased demands on their ICT and business services. We assess the needs and challenges of an organization from both an internal and customer perspective. From here, we help develop digital strategies that can deliver the optimum service to the customer whilst improving efficiency and effectiveness within the organization.

Targeted Continuous Improvement
Rapidly resolve specific challenges

Regardless of continuous improvement progress, it can be challenging for organizations to streamline or improve existing internal and external facing processes. With over 20 years’ experience in the public sector, our rapid improvement methodology delivers increased efficiencies for staff, management and end customers.

We have found the lean techniques, as practiced by the Leading Edge Group, an excellent way to disassemble, challenge and rebuild the complex processes involved in the collection of blood and platelets from voluntary donors.

Paddy Bowler
Director of Operations
Training Programs

Training content to fit your process improvement needs and delivery to fit your people.

Accredited Lean Belt Training

Equip staff with process improvement capabilities

Online and classroom based White, Yellow, Green and Black Belt programs tailored towards specific public sector applications. Participants learn about Lean tools and techniques, enabling improvements to be implemented across all functions of an organization.

Leadership Training

Empower leaders with strategies for sustainable change

Leadership workshops help senior personnel to develop a framework for continuous improvement and to devise a high-level strategy for sustainable success. Leaders learn to effectively sponsor, manage and sustain Lean deployment across short, medium and long-term planning cycles.

Change Management Training

Minimize barriers to successful change

Change programs help organizations respond to challenges by exploring the four basic drivers for change: why change; change to what; top down versus bottom up and strategy execution. Our tailored programs address specific circumstances that could act as barriers to successful change.

Expect to improve processes by over 25% in under 12 months
Technology Solutions
Making continuous improvement easier, faster and simpler.

A cloud-based management platform, purpose-built to provide real-time visibility of continuous improvement.

Management have a crystal-clear picture of all improvement programs, with real-time reports on project costs and savings, for informed decision making.

Staff manage multiple projects on a single platform, equipped with a bank of tools and templates to successfully embed a continuous improvement culture.

Purpose built
Designed to improve speed, accuracy and transparency when managing and reporting on continuous improvement activities.

End-to-end management
Create, edit and track improvement projects across multiple sites and teams. Manage tasks, milestones, files and costs on a single platform.

Instant access
Access online training materials and resources anytime, anywhere. Powerful search capabilities provide quick access to specific files and projects.

Real-time reporting
Build custom reports to track specific KPIs, with a central dashboard for real-time feedback on project performance.

Central repository
Find a complete range of the latest training materials, improvement templates and maturity measurement tools in one central location.

Knowledge sharing
Upload and share project documentation across an organization to simplify cross team collaboration and learning.
Measurable Results

A wide range of public sector organizations have already realized significant improvements through our tailored services.

An Post
Process: Payroll  |  Service: Process Improvement
- Standardised payroll procedures across sites
- Increased control and ownership of payroll
- Eliminated non-core payroll tasks
- Automation of selected processes

Dublin City Council
Process: Management  |  Service: Lean for Micro’s
- Adoption of Lean principles in micro enterprises such as retail and restaurants
- Encouraged new business opportunities
- Improved employee welfare
- Increased business growth and improved operational performance with increased capacity

Health Service Executive (HSE)
Process: Superannuation  |  Service: Process Improvement
- Improved hospital-wide superannuation process realizing 25% savings in accuracy and turn-around-times

Bord Na Mona
- Significant process improvement savings and non-financial benefits across all divisions of Bord Na Mona
- Increase of 2% in productivity annually

Port of Cork
Process: ICT  |  Service: ICT and Digital Strategy Review
- A defined ICT and digital strategy
- IT projects prioritized as short, medium or long term
- Proposed ICT organization and infrastructure

Bord Gais
Process: Commercial  |  Service: Lean Training & Coaching
- 50% less touch points in the quotation process
- 85% reduction in commercial quotes outside of service level agreements
- 90% reduction in customer complaints related to quotations
- Over 50% faster turnaround for contact centre emails

Health Service Executive (HSE)
Process: Superannuation  |  Service: Process Improvement
- Reduced administrative burden for applicants
- Reduced process times by over 20%

National Regulatory Authority
Process: Registration  |  Service: Process Improvement
- Increased registration progress visibility for applicants

An Post
Process: Payroll  |  Service: Process Improvement
- Increased control and ownership of payroll
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National Regulatory Authority
Process: Registration  |  Service: Process Improvement
- Increased registration progress visibility for applicants
50% reduction in turnaround time for customer requests
- Reduced administrative rework by 30%
- Highlighted similarities in 60% of customer profiles suitable for automation

Patient journey time reduced from 118 to 58 minutes
- Patients categorized into four treatment pathways, reducing staff overburdening

Established comprehensive operational excellence framework
- Saved over €2m within 12 months of framework execution
- Embedded collective understanding and approach to operational excellence
- Introduced annual performance benchmarking

Donor waiting times in fixed and mobile clinics reduced by 20%
- Change program led to improvement projects in administrative process

- Lean Belt training improved awareness of Lean principles university-wide
- Change program led to improvement projects in administrative process

- Labour costs reduced by 5%
- Sales price per animal increased by 60 cents
- Reduction in food waste
Your performance improvement partner

As a global leader in continuous improvement and Lean transformation, Leading Edge Group has been empowering government and public sector organizations for over two decades. Our sector-specific expertise and practical approach provides organizations with vital tools for sustainable change, improving both the cost and quality of service delivery.