

Cost and process optimisation

Attacking the process and not the people!

ATTAK Performance Ltd

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 Attakperformance Ltd

We are passionate about improving our client's operations.

ATTAK Performance is an Operational Excellence consultancy who help our clients in a diverse range of sectors and functions to transform and improve their ways of working.

For over 15 years we have listened closely to our clients to understand their needs and collaborated to 'help make their business better'. As experts in Business Transformation and Change Management we engage leaders and teams to drive measurable and sustainable improvement in business processes, people performance and technology utilisation.

We make operations more efficient, eliminating waste and increasing customer satisfaction by using our blend of Lean and Six Sigma methods.



Enabling our clients to improve processes and optimise costs through Attaking the process and not the people!

Our Experience across a diverse range of sectors and UK footprint



ATAK market coverage



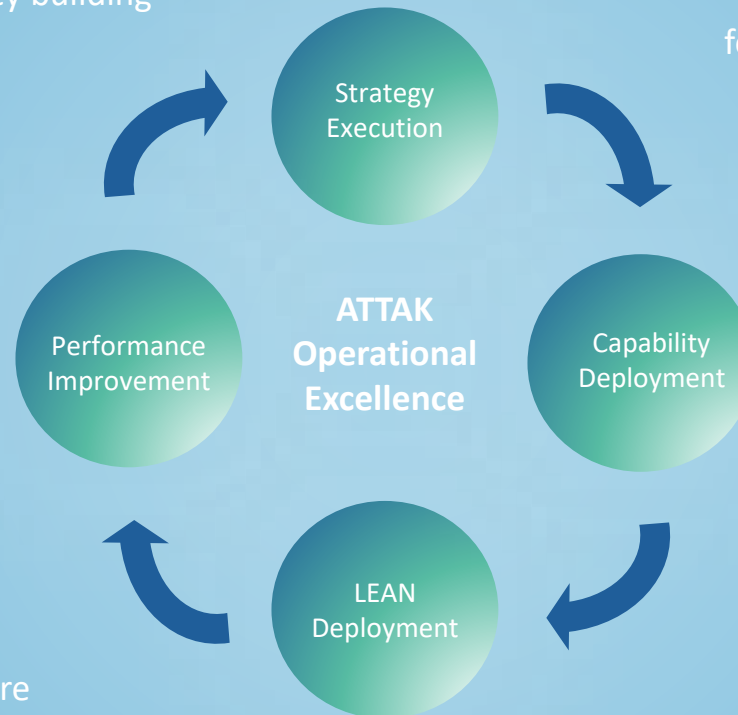
Strategy Execution

Your business needs to be able to respond to change and to lead transformation so that you can succeed at what you do best. We know that the achievement of business goals is brought about by people. It's people who are key building blocks in any organisation.

But do all the building blocks slot together, and are all your people working on the right thing and in the right way to deliver great products and services?

Lean Deployment

Attak performance usually begins at the very start of our client's Lean journey. Typically, we are asked by our clients to help develop and support organisation wide Lean Strategies, using our proven approach of: Understand, Collaborate, Improve and Sustain. At each stage of our approach we use a range of effective blended tools and mechanisms that support the development of Lean Sigma.



Capability Development

For most companies developing the capability of your people, such as in Leadership or Performance Improvement skills, is a top priority. In our experience the most effective companies are those that focus on continuously developing the right skills and ensuring that knowledge is transferred across the organisation. They operate an approach to learning that is directly linked to business targets and objectives.

Performance Improvement

In a world that demands more for less, continuous improvement is critical to drive growth, competitive advantage and to achieve operational excellence. Organisations recognise that operational improvement needs to be targeted if it's to deliver measurable results and be sustained and embedded into how things are done.

Strategy Execution

Performance Improvement

Capability Deployment

LEAN Deployment

PRODUCT FEATURES

- Program Management
- Project Management
- Roadmap Creation
- Operational Validation
- Smart Data Questions
- Rapid Improvement
- Cost Diagnostics
- Operational Model
- Extensive Staff & Client Engagement
- Solutioning
- Champion Development
- Maximising Existing Technology & Systems

VOICE OF THE CUSTOMER

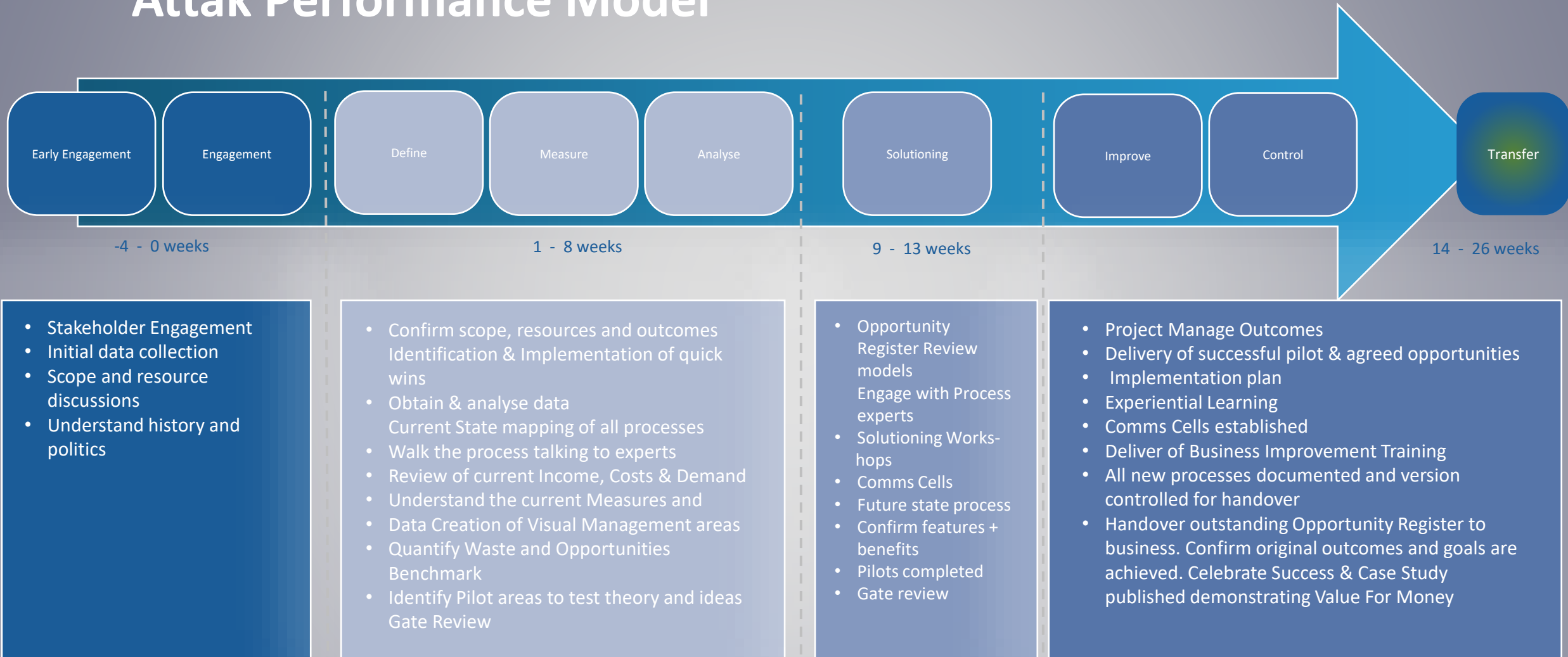
VOICE OF THE BUSINESS

VOICE OF THE STAFF

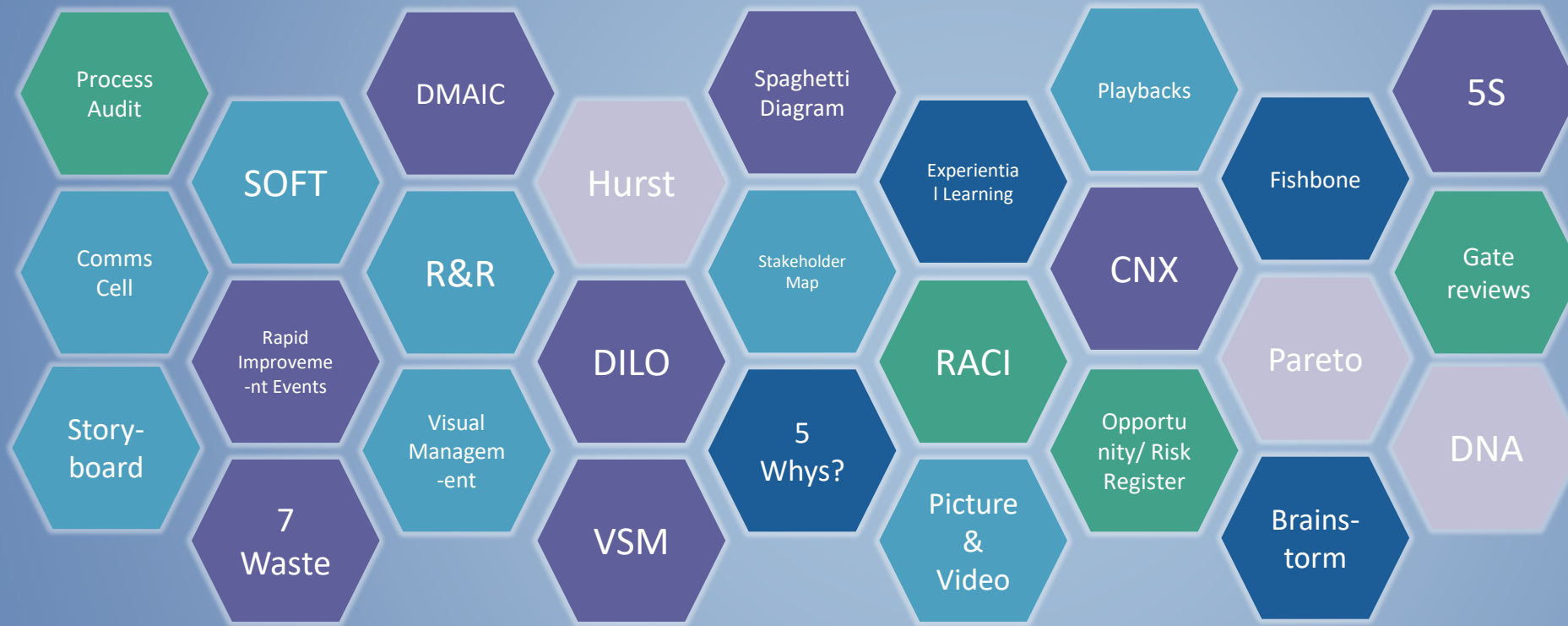
BENEFITS

- Typical 3:1 ROI
- Strategy Stakeholder buy-in & Clarity
- Budget Outcomes delivered
- Quantified Opportunities
- Quantified Risks
- Engaged Workforce
- Reduced Costs
- Increased Revenue
- Retained Contracts
- Decisions made with Data!
- Unique Operating Models
- Sustainability Through Champions

Attak Performance Model



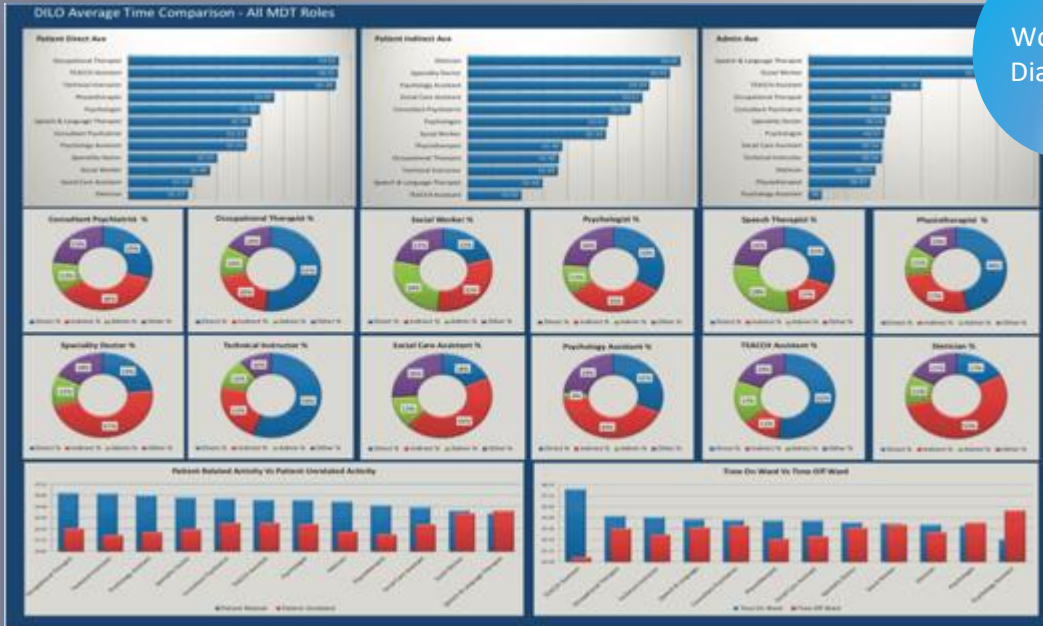
Attak Performance Tools



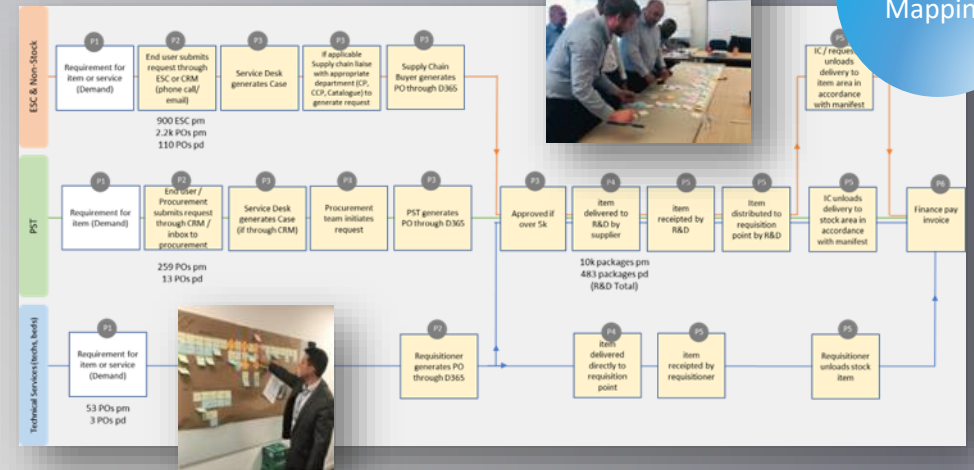
Our proven targeted tools and techniques that enable successful engagement and delivery!



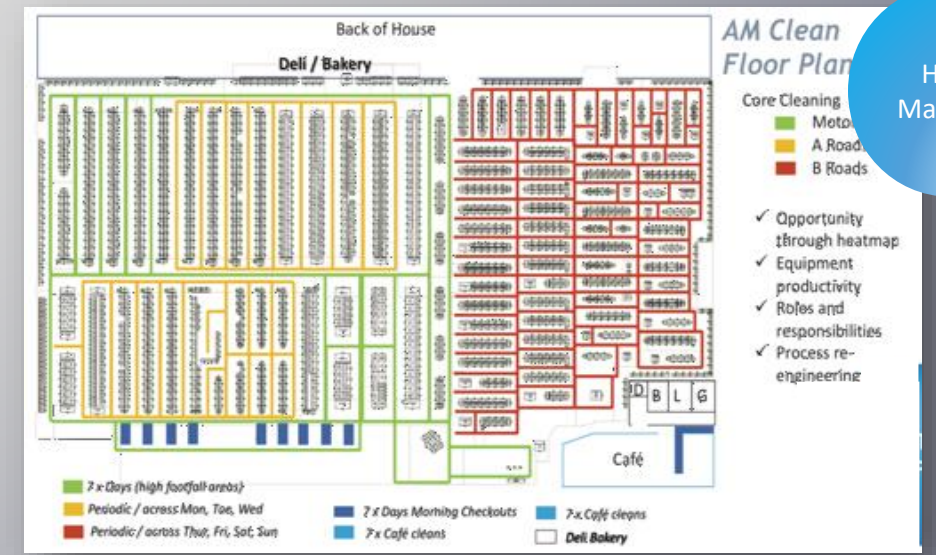
Products in Action



Workforce Diagnostics



Value Stream Mapping



Heat Mapping

Products in Action



Products in Action



Champion
Training

Independent
engagement
with experts
who deliver the
jobs to ensure
buy in!



Facilitated
Brainstorming

Expert
facilitation with
contagious
positivity to
facilitate
solutions that
will work!



Facilitated
Solution
Workshops

Products in Action

Ward		Task Card (2)		04:00 - 16:00	
Risk Type		PATIENT MEAL TIMES:		Colour Coding Guidelines	
7		06:00 - 06:30 09:00 - 09:30 12:00 - 12:30 15:00 - 15:30 18:00 - 18:30 21:00 - 21:30			
Task Time	Task length	Task	Area ID		
04:00		Start of shift			
04:00	00:15	Meet with supervisor / Team brief			
04:15	00:15	Gather equipment and set up cleaning trolley.			
04:30	00:08	Isolation Clean			
04:38	00:08	Corridor Sweep			
04:46	00:36	Offices (Including Staff Rooms & Ward Store)			
05:22	04:30	Deep Clean - 6 bed bay			
09:52	00:08	Isolation Clean			
10:00	00:30	Break			
10:30	00:08	Isolation Clean			
10:38	04:30	Deep Clean - 6 bed bay			
15:08	00:08	Corridor Sweep			
15:16	00:18	Clear food impact to patient area			
15:34	00:06	Clean Trolley & equipment clean			
15:40	00:10	Bin run to outside			
15:50	00:10	Put Equipment away			
16:00		End of shift			

Report any faults or defects to your Supervisor.

Bespoke Cleaning Task Card

Watif

Normal Clean Fire Escape Stairs x 2
Target Time = 15 mins total time between
(5 cleaners)

Elements to be cleaned

- One flight of stairs
- Remove any obstacles from stairs
- Check Bin
- With blue stiff brush, sweep
- Remove debris with dust pan

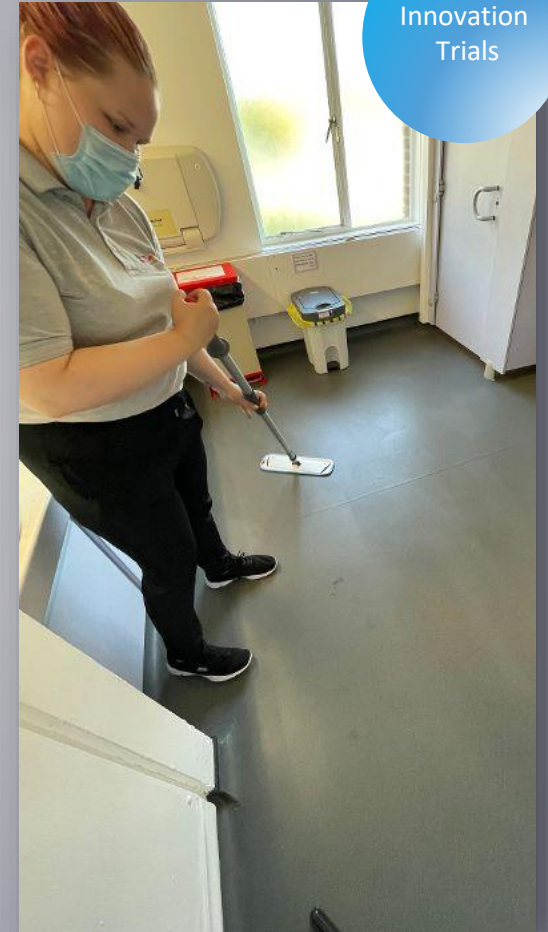
Watif Communal Bathroom

Deep Clean x 10
Target Time = 40 mins each bathroom between
5 Cleaners

Elements to be cleaned daily

- Hard Floors (full clean)
- Sinks & Taps (full clean)
- Toilet & Bidet (full clean)
- Mirrors (full clean)
- Showers (full clean)
- Door (full clean)
- Hand wash Dispenser (full clean)
- Replenish Consumables

Bespoke Activity Cards



Innovation Trials

Outcomes Delivered

Private Hospital – Digital Agenda

- £400k p.a. of Operational Efficiency saving identified throughout process to feed digital agenda.
- £1.3m p.a. of additional revenue identified through the process in Missed Charges and Increase in Theatre Utilisation

Inventory Management, Invoice Pay & Data Program – Hospital

- Program of efficiency projects in key areas of the business to build a self-sustaining process to enable KFM to review current and future focus areas.
- £236k p.a. Cost Avoidance through improved Order Approval process and scrutinisation.
- £370k of operational efficiency identified for release across program
- Implemented agile continuous improvement mode - reduced errors, Improved accuracy in data.

Contract Bid & NHS Cleanliness Standards - Hospital

- Project managed the delivery of NHS National Standards Cleanliness 2021 across the Trust.
- Bespoke cleaning model - 10% hours reduction across targeted areas - £218k p.a. saving.
- Revised cleaning specification in-line with new national standards of cleanliness 2021. De-Risked the existing policy whilst maintaining NHS requirements.

Estates and Facilities Review – University

- Amalgamation of Managers based on m2 and occupancy benchmark to release Building Managers - £65k p.a. saving
- 10% Increase in cleaning productivity - £164k p.a. Saving.
- Identified 50% of sub-contracted work to bring in house-£200k p.a

Service Contract Review – Highway Infrastructure

- Improvement in the monthly TfL WIP position of £971k,
- 18-day reduction in the TfL Days Sales Outstanding.
- 19% improvement in the TfL cashable position. Benefit equivalent to £1.09m per month
- 17% improvement in the TfL GAP position. Benefit equivalent to £378k per month

Sterile Services Review – Hospital

- Identification of 20 WTE clinical time to be removed from the process - £749k p.a. (resource back into patients)
- Bespoke staffing delivery model with required hours and WTE against each step of the process.

Implementation of a QMS

- Developed a Quality Management System for the UK facility.
- Developed operational standards
- Interactive Management KPI suite for the senior management team.

Outcomes Delivered

Biopharma- Volunteer Recruitment – Understanding and improving the volunteer recruitment ratio (ROI 9:1)

- Understanding root causes for costly volunteer drop off. (80% from questionnaires & 62% from 1st interview)
- Identifying opportunities to improve from 2 in 1000 to 3 in 1000 leads.

Manufacturing Factory – Increase output and productivity to meet demand (ROI 8:1)

- 23% increase to product output at no additional cost in 7 months.
- Minutes per unit reduced by 46% in 7 months.

Mental Healthcare – Workforce Planning Programme Delivery (ROI 8:1)

- Evidence based staff planning for 4000 staff including 72 wards to deliver £4.2m self funded investment in nursing.

Local Authority– Highways contractor performance improvement (ROI 5:1)

- Supported Exec to work with key supplier to improve performance around risk and reduced costs by £1.2m.

Logistics Warehouse– Rapid Improvement Event (ROI 8:1)

- High staff engagement over 13 weeks at 1 of 83 warehouses where the product retrieval time was improved by 32%.
- Opportunity cost reduction of £121k + £62k agency cost reductions pa in addition to £376k revenue that was previously missed.

Specialist Cleaning– Rapid Improvement Event & Project Management Delivery (ROI 6:1)

- Project delivered over 26 weeks including 37% labour cost reduction and revenue increased by 5.1%.

Social Housing– Contract Turnaround including various Rapid Improvement Events (ROI 3:1)

- £1.2m savings pa delivered including repair engineers average jobs per day increased from 2.1 to 3.6.
- 26% reduction in electrical material costs by changing supplier and overdue jobs reduced from 700 to 150 in 120 days.
- Gas engineers first call servicing increased from 25% to 75% in 26 weeks.

Facilities Management - Cleaning – Contract Retention & Development of new Operational Model (ROI 10:1)

- Unique operational model created to work across 300 UK retail stores delivering a 14% cost reduction.

SAP Improvement – Maximising existing systems and technology (ROI 2:1)

- Short high impact engagement to focus on improving front line operations experience with SAP through process re-engineering, staff development and targeted system enhancements. Delivered 70 Champions, 8 Super users & guide.

Celebrating Success



What our clients say...

HR Director - STAH

"The final Exec report is an impressive summary and highlights the great work you and your team have done for us"

Deputy Nursing Director - STAH

"Working with Attak Performance on The Workforce Planning Project, one of the key highlights for me was the staff engagement. It added real benefit to the project and depth of understanding, a censor check to ensure we made the right decisions. Coupled with detailed analysis of data, allowed us to make evidence based decisions, ultimately working towards improving the Patient Experience and meeting Patient Outcomes"

Operations Director - Iron Mountain

"The approach and methodology Attak Performance take is like no other we have encountered, the last time we engaged with LEAN it was led by HQ in the USA which nearly broke the UK business, this is a great staff enabler"

Boroughs Area Manager - Ringway Jacobs

"A few months ago we were in turmoil with regards to our internal processes. Since engaging with Attak Performance we have completely streamlined our processes and I have really enjoyed the experience"

Factory Relay Setter Operative - Mors Smitt

"Attak Performance worked with all the employees, they've listened, taken our input and not just taken over. They helped implement so many effective changes"

AR Systems Manager - KFM

"I was recently asked to take part in a project run by Attak. I was very excited to be part of the project. I was intrigued as to what we might find, but I was also confident that we can make changes and make improvements.

I thoroughly enjoyed the project. Some of the changes have been completed, and the other changes are still in progress, but I'm very confident and the evidence suggests that when they're all implemented, these changes will make significant improvements around the top up process.

Catalogue & Purchasing Support Manager – KFM

"I have worked on other similar projects run previously twice since I've been at KFM and the results were very poor and unsatisfactory, so unfortunately by default my expectations were low at the start of the project.

It has been very challenging to find the time to add this project to an already demanding BAUs, and Team management, however the project was managed well (meeting organized, data presented, proposed focus, and questions)

We are now in a position to move to a more agile model able to adapt quickly to the current continuously changing unfavorable market conditions and give us some advantage when it comes to resort to contingency plans "

Chief Operations Officer - Hvivo

"really pleased with the speed of delivery, engaging approach and helping us talk with facts and data enabling improved decision making, including implementation of immediate high impact changes. I would recommend Attak Performance to any organisation looking to drive rapid change"

Project Director - Hvivo

"The way in which Attak Performance work is amazing! They worked collaboratively with us and the level of detail they go into is outstanding. Its highlighted gaps in our processes and lots of them lightbulb moments when you think why didn't we pick up on that sooner"