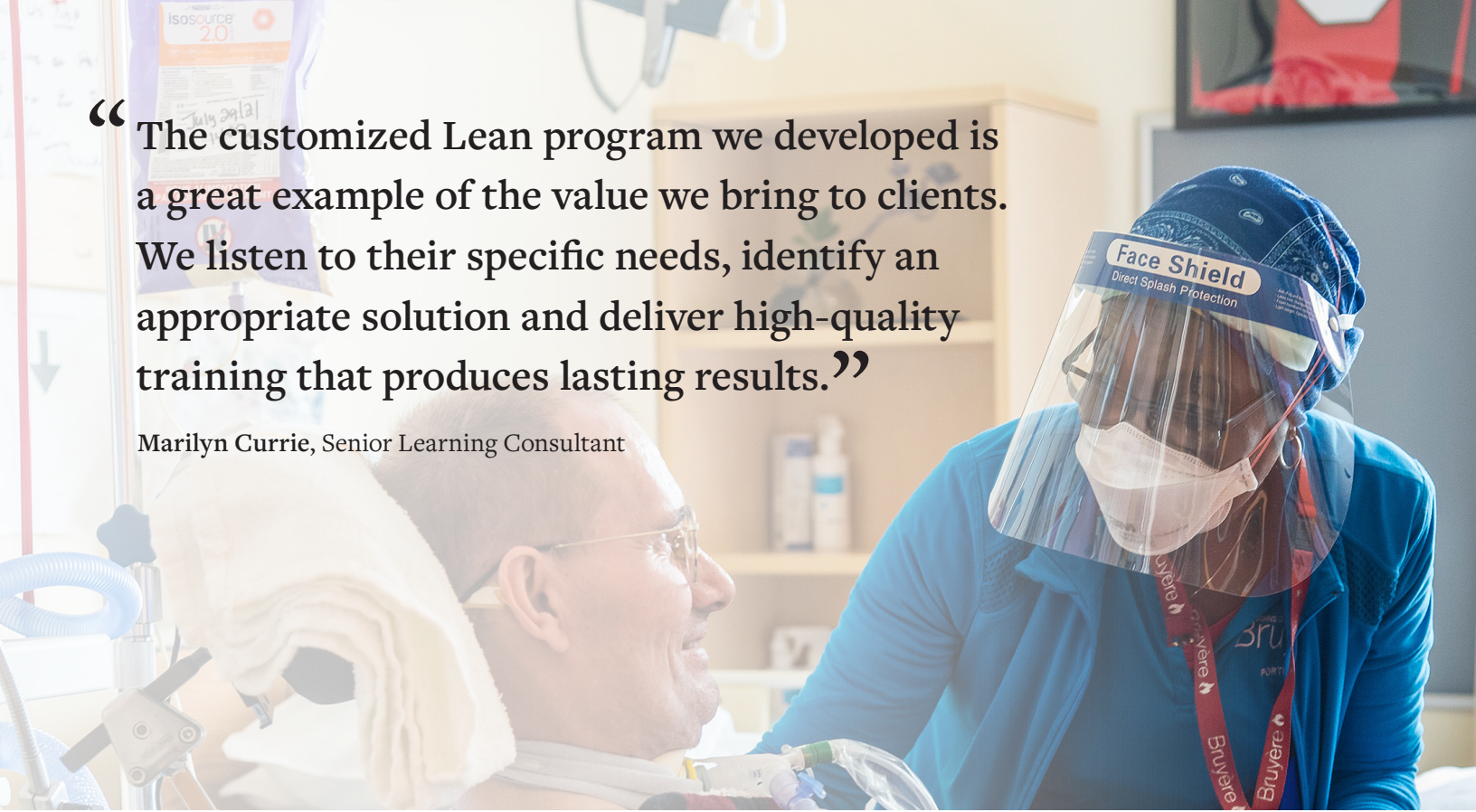


“The customized Lean program we developed is a great example of the value we bring to clients. We listen to their specific needs, identify an appropriate solution and deliver high-quality training that produces lasting results.”

Marilyn Currie, Senior Learning Consultant



Client Success Story: Bruyère

CHALLENGE

Although it is known for its world-class palliative and hospice care, Bruyère provides a broad range of academic, research and community health services to Ottawa residents.

In 2014, Bruyère partnered with ACCT to identify ways the multi-site organization could work more efficiently while continuing its mission to lead an integrated system of care that maximizes quality of life and health potential.

INSIGHT

ACCT recognized that its experience facilitating training in Lean Management principles and practices was ideally suited to this engagement.

By providing a tailored training solution with a clear focus on the concepts of Lean and the effective use of Lean tools, ACCT could help Bruyère achieve its goal to make lasting improvements in the delivery of vital services.

SOLUTION

A customized Lean Green Belt program was developed and delivered to meet Bruyère's unique needs.

Through facilitated teaching sessions, group discussion and individual coaching, learners gain an understanding of what a culture of continuous improvement entails, as well as practical skills in applying Lean tools and techniques.

The program culminates in a half-day event in which learners present process improvement results and recommendations to Bruyère's senior executives.

RESULT

By introducing Lean concepts and best practices, Bruyère found ways to reduce inefficiencies and make better use of its resources.

With Lean embedded in its culture, the organization continues to partner with ACCT for delivery of its customized program.

As a result, almost 100 Bruyère employees have participated in ACCT-facilitated Lean training since 2014.