
Brink's Cash Services Ireland LEAN Newsletter

30 March 2021 | Issue 1

The Journey to Operational Excellence

Our First LEAN Newsletter!

Welcome to the first Brink's Cash Services Ireland **LEAN** Newsletter.

The purpose of this newsletter is to keep all employees engaged in the **LEAN** process, introduce the various **LEAN** principles and methodologies and to update everyone on upcoming events and training.

Each month we will look at **LEAN** terminology and how it applies to us in our everyday work.

LEAN is something we will all be involved in together.

LEAN Notice Boards

We introduced **LEAN** Notice Boards to all branches earlier this month.

These will be updated every two weeks with posters relating to all things **LEAN**, training and rewards programs, and other tips to help us all in our journey to operational excellence.

Within **Lean**, active learning is an important aspect of the journey because without learning we cannot improve. Everyone's contribution is needed.

LEAN Management

Lean is an approach to running an organization that supports the concept of



Learning the LEAN Lingo

Some of the LEAN terms you will hear in the coming weeks and months:

LEAN

Lean is about rethinking what we do and how we do it. **Lean** is a customer-centered approach that provides us with tools that help us utilize existing resources to identify areas for improvement, by eliminating non-value added activities. **Lean** is not about pointing fingers. It is about working as a team, empowering employees to find improvements in a process and taking steps towards improvement.

KAIZEN

Japanese term meaning '*change for the better*' or in line with our Brink's Values "**Continuous Improvement**". Typically, a small cross-functional team based on improvement effort.

Non-value added activities – WASTE

Activities that consume resources but create no value, especially in the eyes of the customer.

5S

5S is a methodology for standardization and organisation. At the heart of the 5S is the **LEAN** goal of reducing waste.

continuous improvement, a long-term approach to work that systematically seeks to achieve small, incremental changes in processes in order to improve efficiency and quality.

These principles apply in every business and every process. It is not a tactic or a cost reduction program, but a way of thinking and acting for an entire organization.

LEAN is about customer focus

Value is defined by the customer and we develop and maintain processes to provide value.

Processes are run by people

Support, leadership and guidance can drive employees to continuously improve the processes that add value to the customer.

A3 Thinking: Purpose, Process, People

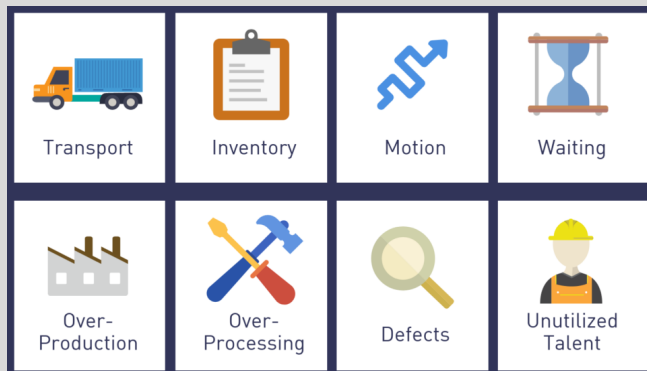
“Don’t find fault, find a remedy”
– Henry Ford

Our Values

Our values ensure that we:

- >Work safely to protect ourselves and others
- >Consider the customer first in all we do
- >Display the highest standards of ethics
- >Engage and empower employees
- >Foster a diverse and inclusive workplace
- >Continually find new ways to improve the way we work

In January we updated our Performance Management Program (PMP) to reflect these values. Our 2021 performance, in part, will be evaluated on how well we demonstrate our evolved values and this underscores that they remain an important part of our culture.



Lean 8 Forms of Waste

1. Transport
2. Inventory
3. Motion
4. Waiting
5. Over-Production
6. Over-Processing
7. Defects
8. Underutilized Talent

Employee Engagement

By implementing **Lean** we will improve our operations, the way we work, the environment we provide and the value we deliver to our customers. We live our values in everything we do, every day.

All employees are invited to...

- >Drive transformation by embracing **Lean and Continuous Improvement**

>Understand and live the **Values**

>Ensure your goals and priorities align with our strategic plan and values

Plan. Do. Check. Act (PDCA)

Plan

The business policy is strategic in nature and normally includes the quality policy, organizational goals and values, and a focus on customers' and other stakeholders' expectations.

Do

Top management must provide the resources needed to satisfy the business policy, objectives, and action plans.

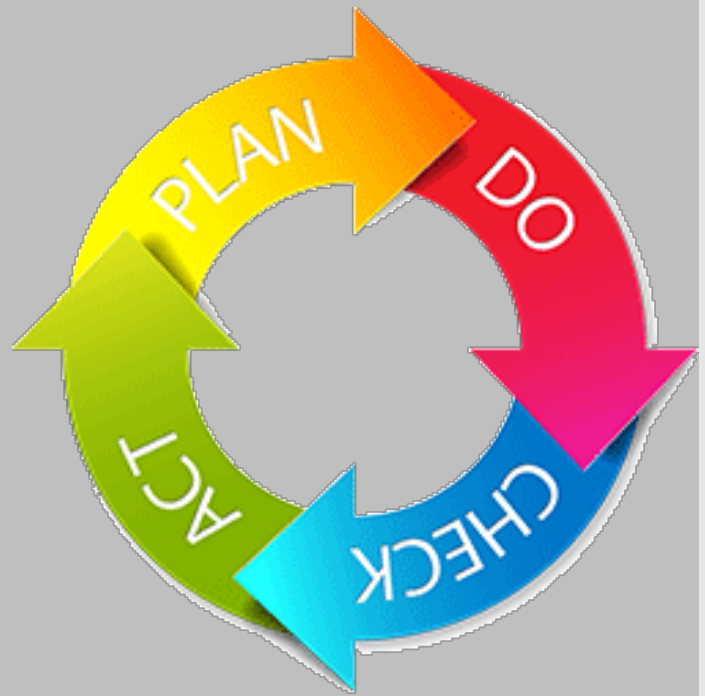
Check

Performance results measure the status of all aspects of the business.

Act

Corrective actions are used to eliminate the root causes of undesirable situations in order to prevent their recurrence.

Preventive actions are used to eliminate the root causes of potential undesirable situations in order to prevent their occurrence.



Thank you for reading our first LEAN Newsletter!

Watch out for updates on LEAN Notice Boards

In the next issue we will take a closer look at LEAN 8 Forms of Waste, Problem Solving and the 5S

Brink's Cash Services Ireland www.brinks.com

