

Lean Transformation

Notes

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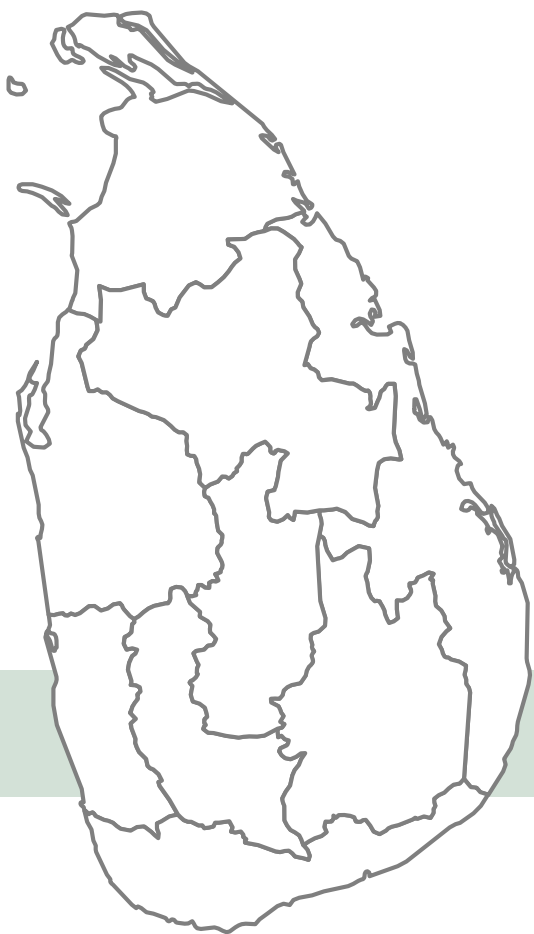
Sri Lanka Snapshot



Democratic Socialist
Republic of Sri Lanka
(formerly Ceylon)



Sri Lanka Snapshot



GDP – \$81 bn



Inflation – 14%



Per Capita Income - \$3600



Population - 22 mn

'Change'

Newton's 1st Law?

Status Quo consumes less energy

Comfort Zone

How does it affect you?

Culture



CEASE TO REMAIN RELEVANT



Important Considerations

STEP 01

Strategic Alignment

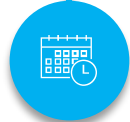
Successful Transformational initiatives require Strategic alignment



STEP 02

Planning

Intense planning and preparation is required to ensure readiness



STEP 03

The Right Questions

Introspective discourse and debate is required to ensure the right questions are asked prior to commencement



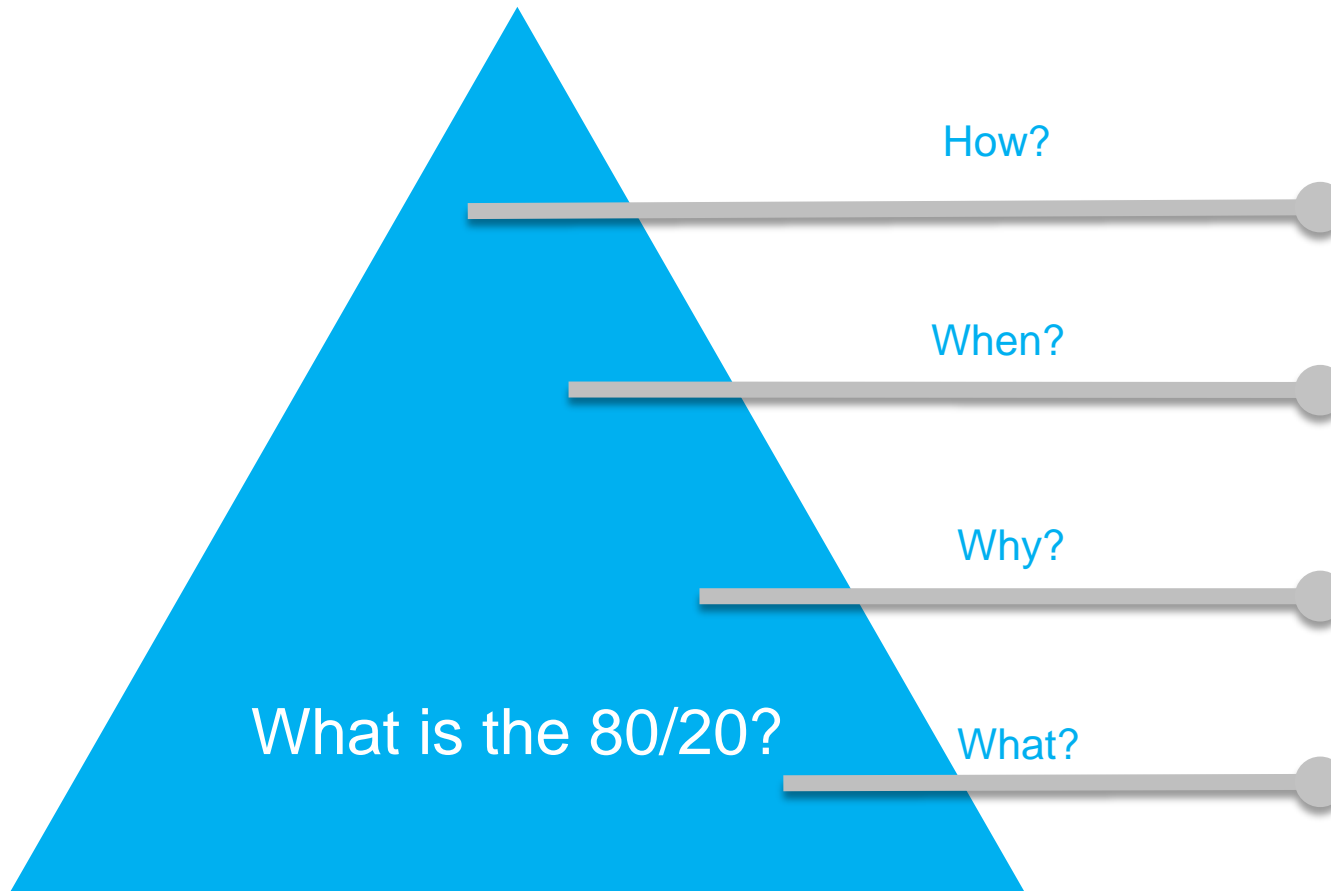
STEP 04

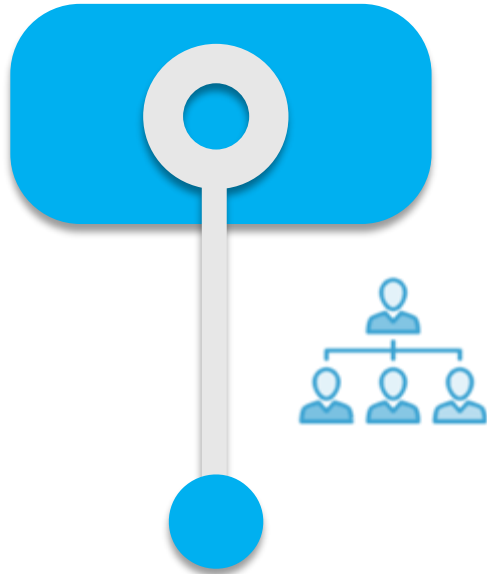
Execution

Efficient and timely execution and monitoring is key to ensure momentum is sustained



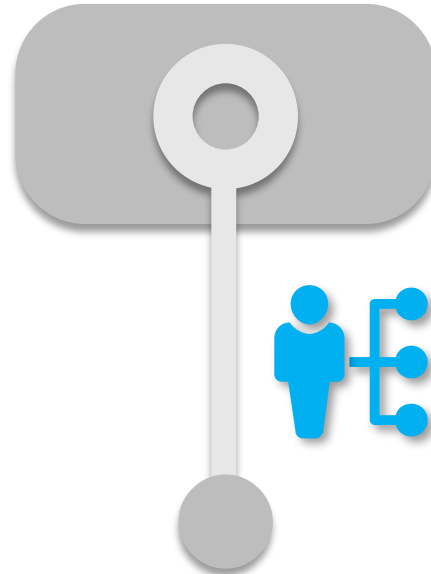
Asking the Right Questions





Model

Choosing the most suitable model



Work Streams

Identification and creation of different work streams to lead the rollout of multiple initiatives



Governance Framework

Implementation of a Governance framework and cadence for rollout and decision making

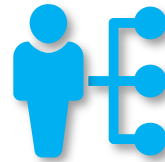


Focus



Processes

Identification &
Prioritization of Process
families and areas



Digitalization/Automation

Digital Channels and
process automation



Structure/People

Implementation of an
enabling structure & right
people in the right places

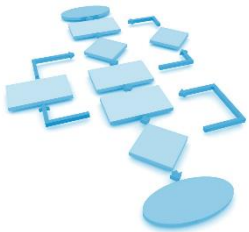
Culture



Lean Implementation



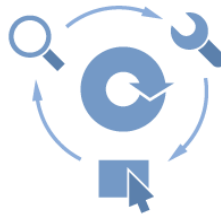
Over Processing



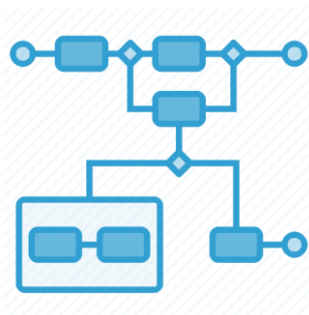
End to end



Value in the eyes
of the customer



Rework



Waste reduction

Processes



Deposits



Loans



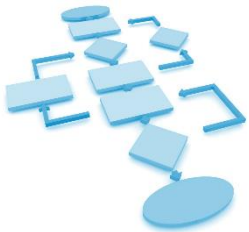
Centralized Processes



Lean Implementation



Over Processing



End to end



Value in the eyes
of the customer



Rework



Motion

Digitalization

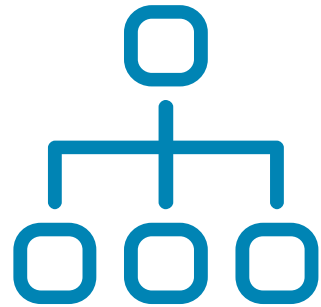
 Mobile app

 Wallet

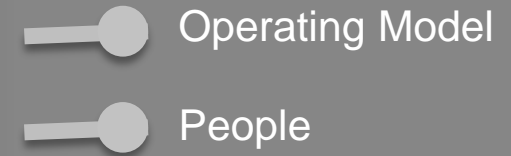
 Process Automation



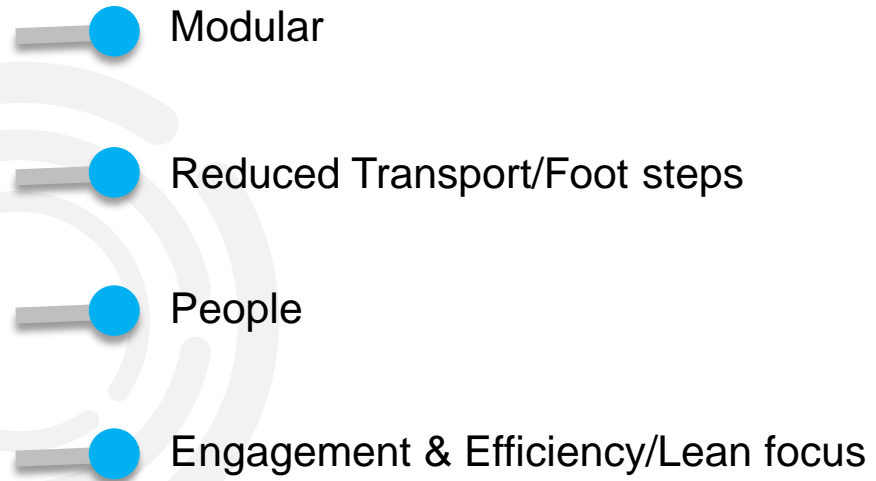
Lean Implementation

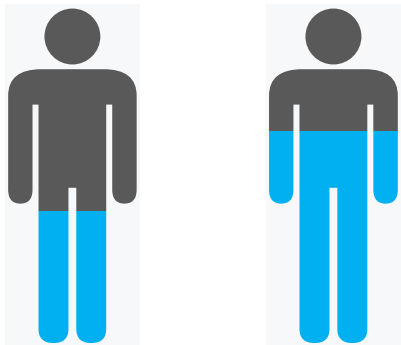


Structure

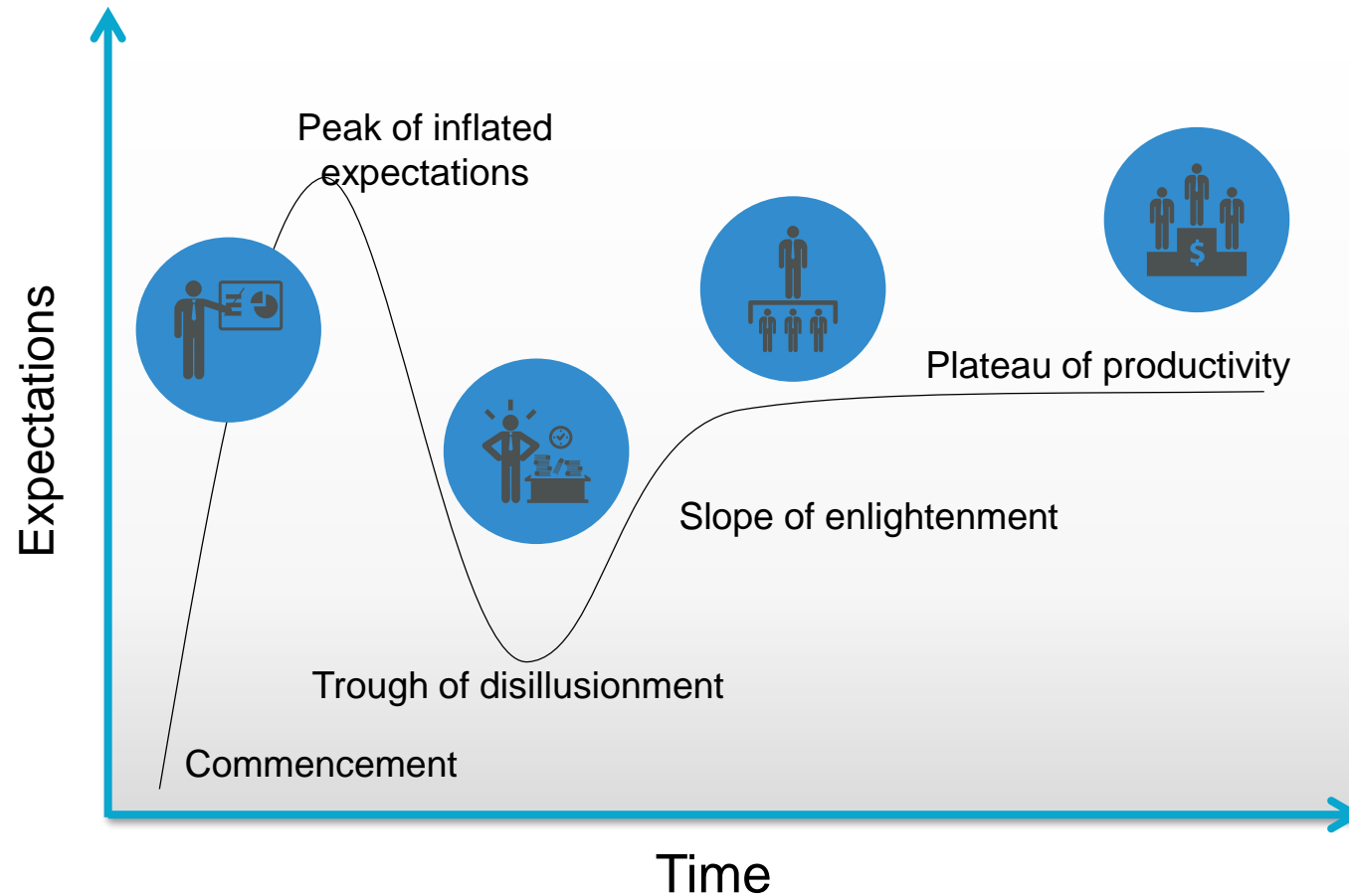


Structure

- 
- Modular
 - Reduced Transport/Foot steps
 - People
 - Engagement & Efficiency/Lean focus



The Hockey Stick Effect in Practice



Source: Gartner Hype Cycle



Points to Consider

Preventing time overruns



Scoping it right

Tech maturity



Enabling Eco System

Culture



Multi Pronged approach



Points to Consider

Mitigating Resistance



Stakeholder & Change Management

Pace of implementation



PMO/Targets/Matrix reporting



THANK YOU