



FMG SUPPORT RECEIVES LEAN SIX SIGMA CERTIFICATION FROM BSI TRAINING AND PROVES THAT THE CONCEPT IS MORE THAN JUST ANOTHER 'TRAINING FAD'

- FMG Support saves an impressive c.£800,000 on one customer-related project alone
- Vast improvement on all business projects since becoming Black Belt trained in Lean Six Sigma
- Improved customer service and efficiency
- Six Sigma complements ISO 9001 standard for quality

During a downturn skills remain priority

In the current climate organisations are looking for ways to make the most out of rapidly diminishing training budgets. Approximately 900 managers surveyed in a report from the Chartered Institute of Personnel Development¹, agreed that even in uncertain financial times the need for a skilled workforce remains a priority. Seven out of ten managers also insist that learning and development is still high on the agenda for them.

Training is an area that can be overlooked and one which can often suffer during periods of financial uncertainty. Many businesses are guilty of ignoring the importance of good quality training when money is tight but it is more important than ever to ensure that your workforce skills remain a high priority if you are to weather the proverbial storm. That said, budgets are being stretched and it is worth businesses looking at those training techniques which can generate a higher return on investment – this will make the training necessity easier to justify.

Such techniques are proving to be far more attractive to organisations like FMG Support who is looking to increase efficiency and stay one step ahead of its competitors. Six Sigma is a business improvement methodology which complements the ISO 9001 standard for quality. Although it has been around for over 20 years it still has the potential to live a long future, but in order for the methodology to grow and become accepted as an essential training programme the physical return on investment needs to be transparent, especially in a market of financial difficulty and training cutbacks. It is also essential if Six Sigma is to

continue to make an impact as opposed to becoming one in a long line of training techniques or improvement fads.

Seeing ROI from Six Sigma

Fleet performance improvement company FMG Support is a business that has recognised the real benefits of implementing Lean Six Sigma training into its organisation. Having decided that the internationally recognised training programme from BSI Training was the most productive route to take, Derek Robinson, Business Process Improvement manager at FMG Support, became BSI Six Sigma Black Belt trained in the summer of 2008. By gaining certification from a reputable company like BSI, Robinson also believed that adopting this training approach would give the company competitive edge whilst enabling it to service its clients to a much higher standard.

By collecting data which measures a return on investment, FMG Support is able to see in real terms how the training programme is benefiting the business. This is especially important in the service and public sector industries where there has recently been a lot of interest in Six Sigma. Bill McIntyre, BSI Training's Six Sigma manager explains: "Organisations need to see that the training schemes they are implementing are having an impact in line with the overall business strategy and with Six Sigma in particular, this is easily measured".

After completing the five stage improvement process and becoming a certified Lean Six Sigma Black Belt over the course of one year, Robinson explains he was now able to relay his new skills to other members of the organisation: "Six Sigma is a shared learning scheme which enables me to pass on the new skills that I have learned through the programme onto the operational team who can then infiltrate it into the rest of the organisation. This ensures that the maximum number of people can benefit from the training".

Since completing the Six Sigma training with BSI, Robinson has witnessed many internal and customer related benefits, most notably the cost saving of £800,000 from a project involving purchase and sales invoicing. Robinson was able to improve the processes in place by bringing in web based solutions which helped to speed up the process, improve customer service and increase overall efficiency. Robinson explains: "Several projects we have taken on since being Six Sigma trained have improved significantly. The business processes have become more polished, which in turn has resulted in significant savings for both the organisation and our customers. In receiving Six Sigma certification from BSI we

now have something tangible to show our customers which, gives them the added confidence in our ability to provide them with best possible service”.

The Six Sigma training programme relates to many business aspects throughout a large number of industry sectors. Once a member of the organisation becomes Six Sigma Black Belt trained they can help to instil the methodology throughout the rest of the organisation. This highlights the real value that Six Sigma training can provide; proving that even in the current economic downturn, gaining certification to a targeted training programme can see vast returns on investment and is by no means simply another training ‘fad’.

Ends

About FMG Support

FMG Support is the UK’s largest independent fleet performance improvement company and has been operating since 1986. Its key service areas are Fleet Incident Management and Roadside Repair and Recovery Management. FMG Support has a UK-wide network of supply partners and national customers including Royal Mail, Carlsberg and the Highways Agency. The company employs around 360 people and has an annual turnover of over £70m. In March 2008, the FMG Support Board secured a £multimillion investment from private equity firm Aberdeen Asset Management to fund further market growth and innovation.

About BSI Learning

BSI Training is the leading supplier of training courses with unrivalled experience in business improvement training and in standards based management systems. The company provides training to organisations of all sizes and across all business sectors.

BSI Training provides training and information on standards in many management disciplines including: Structured Problem Solving, Statistical process Control, FMEA and Lean. The BSI Learning portfolio also includes a comprehensive range of business improvement training solutions, management development courses and standards based training.

Training is delivered via a variety of options including eLearning modules, distance learning, in-company training and open courses, along with individually tailored training solutions which can be moulded around an organisation’s requirements.

Choosing BSI demonstrates to customers, competitors, suppliers, staff and investors that an organisation uses industry-respected best practices wherever possible.

BSI Training is part of **BSI group**, a global independent business services organisation that inspires confidence and delivers assurance to customers with standards-based solutions. Originating as the world’s first national standards body, the group has over 2,250 staff in more than 50 global offices.

The group’s key offerings are:

- Development and sale of private, national and international standards and supporting information
- Second and third-party management systems assessment and certification
- Product testing and certification of services and products
- Performance management software solutions
- Training services in support of standards implementation and business best practice

For further information please visit: www.bsigroup.co.uk

¹ Chartered Institute of Personnel Development survey, 2009