Presentation of the offering

Frederic Brouillet

About us

At Digital Lean Management, we merge Lean Principles with cutting edge digital technology. In a nutshell, we apply Artificial Intelligence to Management to support Managers' decision-making process, and we automate Managers admin activities, so they have more time to actively manage their teams.

DLM is an evolution of Lean Management – it is a team-based approach even more powerful when combined with E2E optimisations

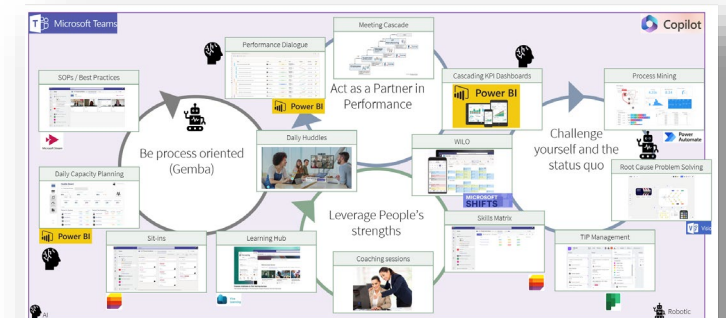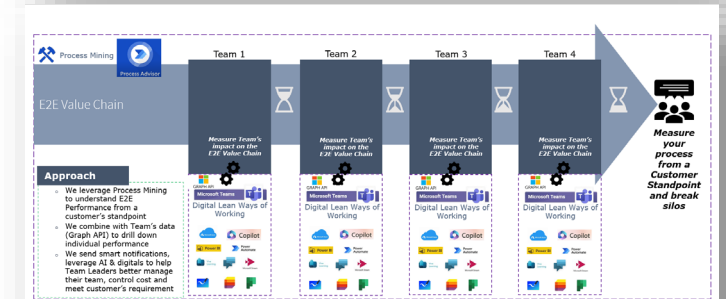|	
Use Digital Lean Toolbox … to … **(re)Boost new "Ways of Working"**	• Facilitates remote and cross-functional teamwork through digital collaboration tools, fostering a Lean culture across geographical boundaries. • DLM uses MS Team as a Team's hub to host the Lean Toolbox. MS Team is the organization nervous system sending information and signals efficiently and intelligently.
Leverage new technology (Automation & AI) … to … **increase teams' productivity**	• Our Lean toolbox is all automated with live data, which free admin time to your Team Leaders and Managers and improve the decision-making process • DLM leverages the full M365 suite (PBI for visualisation, Copilot for bots, Viva Learning for Training, etc…) and can be further augmented with Artificial Intelligence • Key Benefits: More Capacity & More Sustainable
Combine DLM & Process mining … to … **harness the power of your "hidden" data**	• DLM is even more powerful when combined with Process Mining to cascade KPIs E2E and ensure that Team's KPIs are linked with customer's value streams • Leveraging the Microsoft Graph API, we can further leverage "hidden" data points in Microsoft 365 to provide a better insight on your Team

Illustrations

Microsoft Teams

Copilot

Meeting Cascade

Performance Dialogue

Power BI

Act as a Partner in Performance

Cascading KPI Dashboards

Power BI

Process Mining

4.15k   8.34

SOPs / Best Practices

Microsoft Stream

Be process oriented (Gemba)

Daily Huddles

WILO

Challenge yourself and the status quo

Power Automate

Root Cause Problem Solving

Daily Capacity Planning

Power BI

Sit-ins

Learning Hub

Viva Learning

Leverage People's strengths

Coaching sessions

MICROSOFT SHIFTS

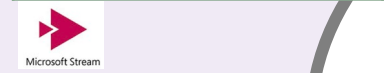Skills Matrix

TIP Management

Visio

AI

Robotic

Our solution

We combine Lean Management with Digital, Robotics & AI (supported by MS 365) to help you adapt to the new ways of working and help you reach your next level of performance
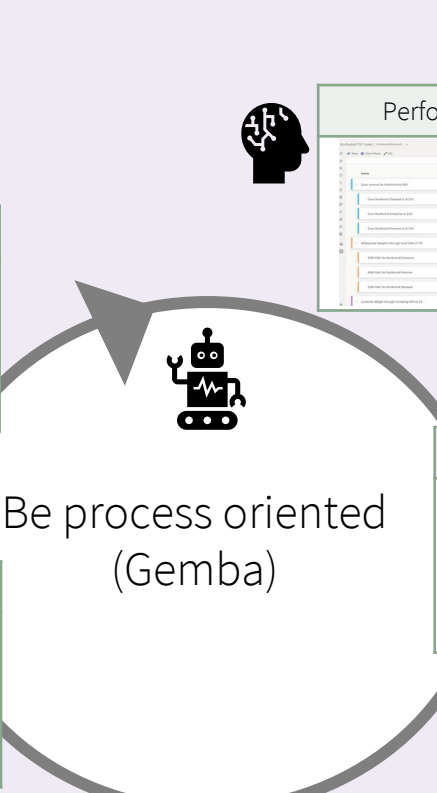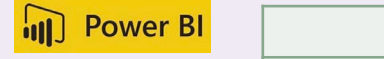
THE FUTURE OF WORK
DIGITAL LEAN MANAGEMENT

Process Mining

Process Advisor

E2E Value Chain

Team 1 · Team 2 · Team 3 · Team 4

Measure Team's impact on the E2E Value Chain

GRAPH API
Microsoft Teams
Digital Lean Ways of Working

Microsoft Azure · Copilot · Power BI · Power Automate · Viva Learning · Microsoft Stream

Measure your process from a Customer Standpoint and break silos

Approach
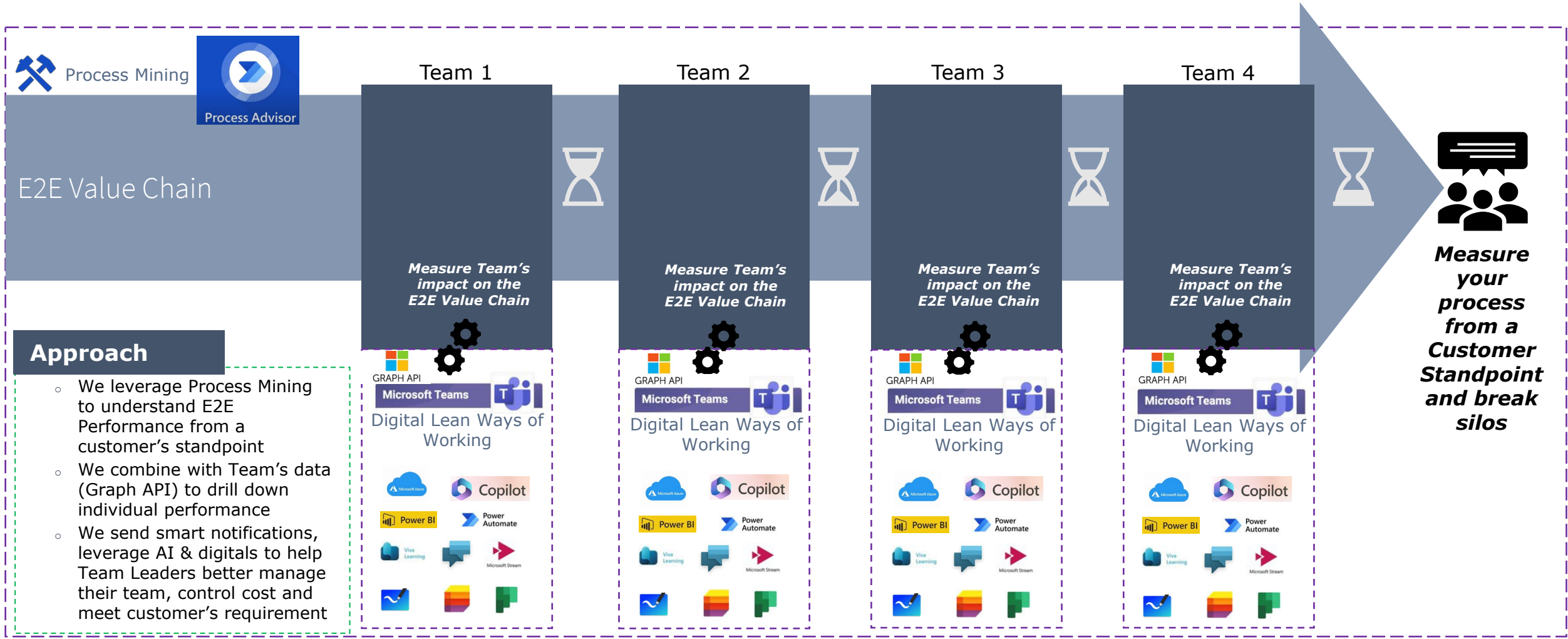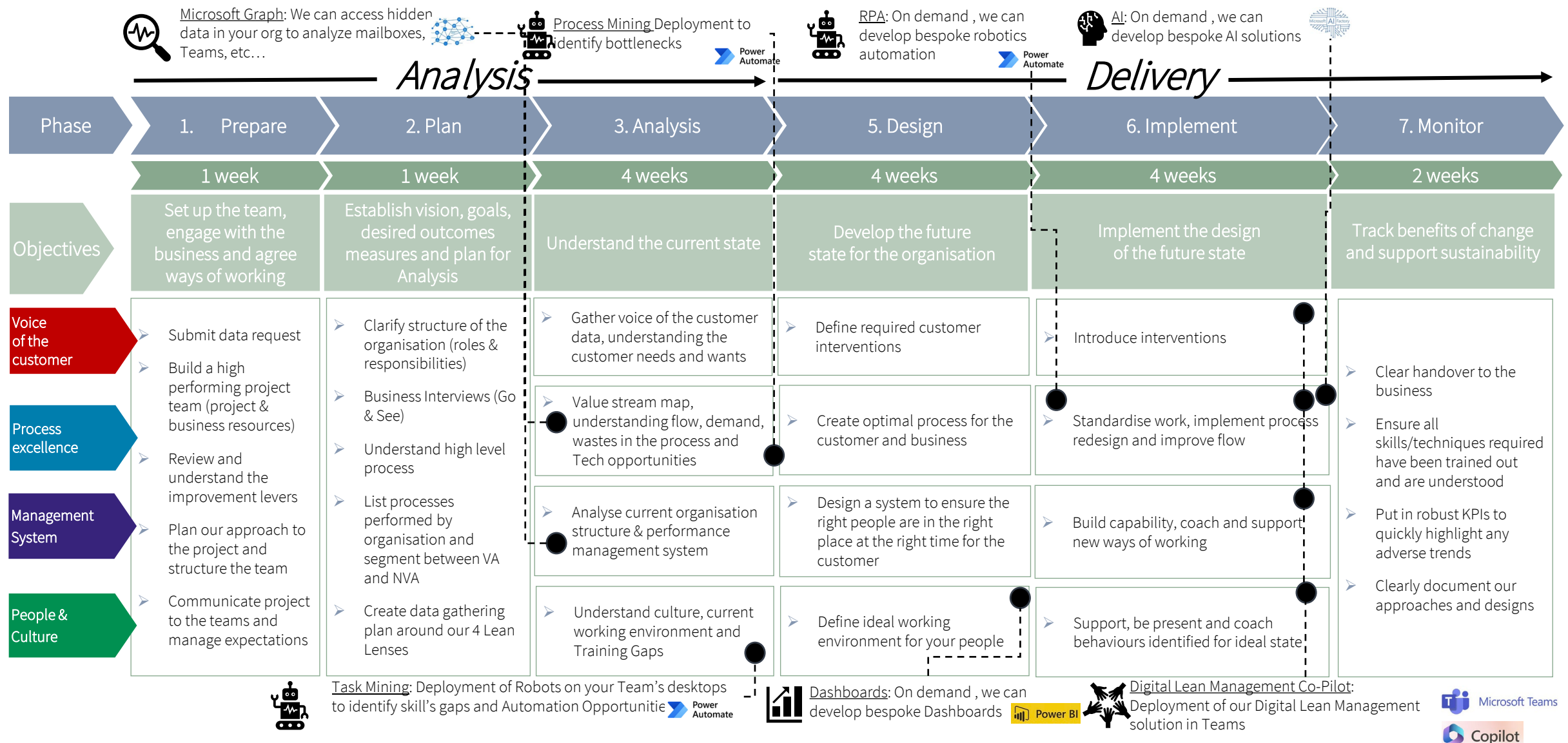
o We leverage Process Mining to understand E2E Performance from a customer's standpoint
o We combine with Team's data (Graph API) to drill down individual performance
o We send smart notifications, leverage AI & digitals to help Team Leaders better manage their team, control cost and meet customer's requirement

Next Level

Digital Lean Management fits both with End-to-End and Team-by-Team implementation to help you reach your next level of Performance

THE FUTURE OF WORK
DIGITAL LEAN MANAGEMENT

Microsoft Graph: We can access hidden data in your org to analyze mailboxes, Teams, etc…

Process Mining Deployment to identify bottlenecks

Power Automate

RPA: On demand , we can develop bespoke robotics automation

Power Automate

AI: On demand , we can develop bespoke AI solutions

Analysis ———————————————————→   *Delivery* ——→

Phase	1. Prepare	2. Plan	3. Analysis	5. Design	6. Implement	7. Monitor
	1 week	1 week	4 weeks	4 weeks	4 weeks	2 weeks
Objectives	Set up the team, engage with the business and agree ways of working	Establish vision, goals, desired outcomes measures and plan for Analysis	Understand the current state	Develop the future state for the organisation	Implement the design of the future state	Track benefits of change and support sustainability

Voice of the customer

Submit data request	Clarify structure of the organisation (roles & responsibilities)	Gather voice of the customer data, understanding the customer needs and wants	Define required customer interventions	Introduce interventions

Process excellence

Build a high performing project team (project & business resources); Review and understand the improvement levers	Business Interviews (Go & See); Understand high level process	Value stream map, understanding flow, demand, wastes in the process and Tech opportunities	Create optimal process for the customer and business	Standardise work, implement process redesign and improve flow

Management System

Plan our approach to the project and structure the team	List processes performed by organisation and segment between VA and NVA	Analyse current organisation structure & performance management system	Design a system to ensure the right people are in the right place at the right time for the customer	Build capability, coach and support new ways of working

People & Culture

Communicate project to the teams and manage expectations	Create data gathering plan around our 4 Lean Lenses	Understand culture, current working environment and Training Gaps	Define ideal working environment for your people	Support, be present and coach behaviours identified for ideal state

Monitor column:
- Clear handover to the business
- Ensure all skills/techniques required have been trained out and are understood
- Put in robust KPIs to quickly highlight any adverse trends
- Clearly document our approaches and designs

Task Mining: Deployment of Robots on your Team's desktops to identify skill's gaps and Automation Opportunitie — Power Automate

Dashboards: On demand , we can develop bespoke Dashboards — Power BI

Digital Lean Management Co-Pilot: Deployment of our Digital Lean Management solution in Teams

Microsoft Teams

Copilot

Our Approach

We typically implement Digital Lean Management in 16-weeks waves playing around 4 lenses for a greater impact
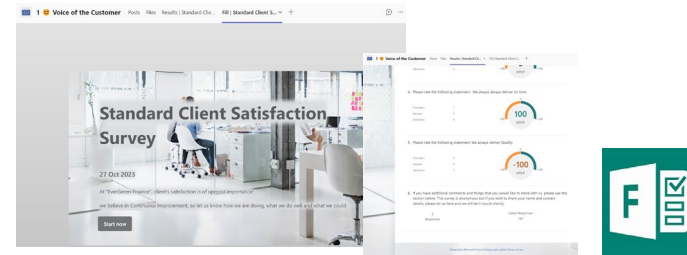
THE FUTURE OF WORK
DIGITAL LEAN MANAGEMENT
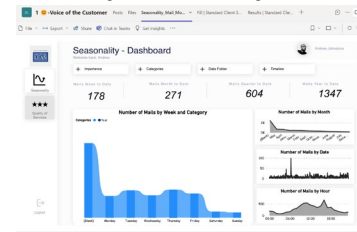
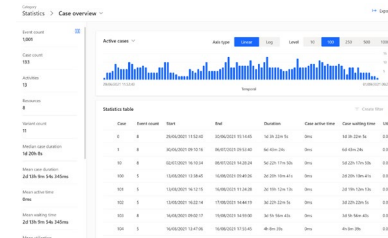Overview of the DLM Toolbox

Voice of the Customer Toolbox
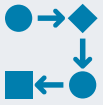
VoC Survey

Seasonality Analysis

Measure of client's satisfaction
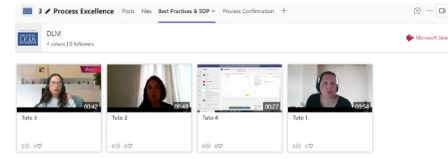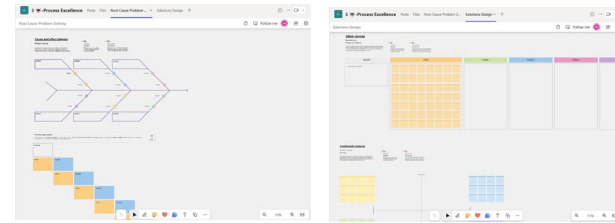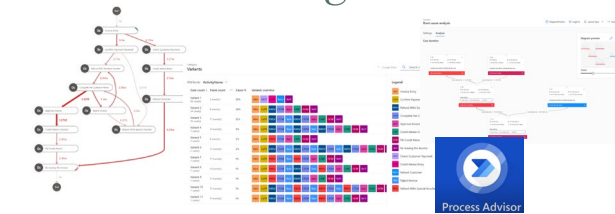
Process Excellence Toolbox

Best Practices / SOP
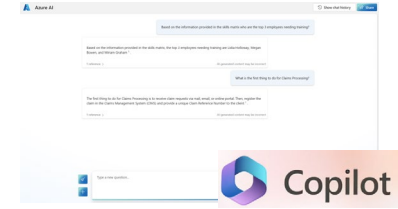
Root Cause Problem Solving

Process Mining

Process Automation

Management System Toolbox

Tasks by Planner
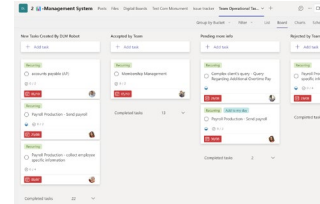
Huddle & Dashboards
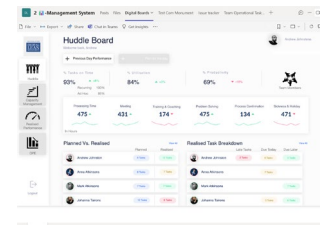
KPIs & Performance Scorecards
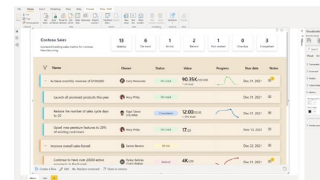
WILO / DILO
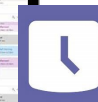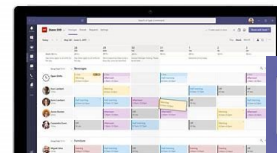
People & Culture Toolbox

People & Culture

Mindset & Behaviour Survey
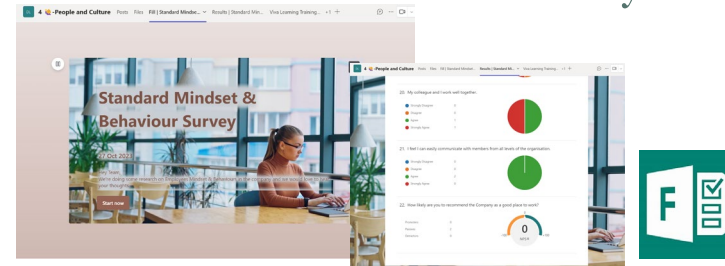
Skills Matrix

Training Hub