



# Management Discovery Ltd.

<http://andyburton.eu>

Location: Beverley, England



## Case Study

Andy Burton is a consultant working at a Local Authority in the UK.

” Like most authorities, they offer a bulky item collection service which had a customer promise of 20 working days but was failing miserably on its promise.

The new Head of Service had charged me with reducing this to a 5 working day, appointment based service.

The organisation I work with is tied into Prince II. I have limited use of this methodology but knew that I would spend six millennia filling in the paperwork however, here was a failing service with high levels of customer complaints and I needed to move quickly.

Utilising a brilliant cross functional team. I was looking for a tool that added the focus and speed to the basic problem solving and solution finding tools and techniques used by organisations such as Toyota etc.

Quite by chance I came across ScrumDesk. Not having come used Scrum before and rightly or wrongly believing it to be geared to software development, but it just seemed a fantastic tool to use for this project.

Probably breaking all the rules, I used your software and the basic principles with the improvement team.

Within weeks, the service had been turnaround to exactly what the Head of Service required. Customer complaints had turned to compliments, Councillor concerns had turned to admiration and we are (albeit limited) living off the success of happy customers, 12.5 hours per day of work time dealing with failure turned to 15 mins of value added time and complete failure had turned to 99.95% on time collection and most of the failings were actually down to the customer forgetting we were coming rather than the guys not turning up on time.

Personally, I'm not sure if your software was the key or the catalyst. What I am certain about is that it turned a project that was taking more time than I was comfortable with into a results based outcome.

The look and feel of your software felt right to a non-user and I have recommended you throughout various departments within the Council. ”



**Torin**

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<http://www.scrumdesk.com>

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