

This is our **Lean Business Model**, which identifies what we believe are the key characteristics of successful Lean organisations.

This model is informed by years of academic research and practical commercial experience, and has been developed within our business as a blueprint for Lean transformation.

But what do these elements mean  
—what does good look like?

**Extended Enterprise**

The organisation develops integrated strategies & trusting relationships with the best external partners to deliver customer

**Value Stream Management**

Improvement is managed through processes and value streams to deliver outstanding customer value with minimum waste, unevenness & overburden

**Strategy Deployment**

The vision, goals and strategy are clearly communicated throughout the organisation with key measures, targets and activities appropriately deployed

**Tools and Techniques**

The organisation has a “daily habit” of continuous improvement that uses simple, visual tools and techniques that have been chosen and adapted for effective use

**People Enabled Processes**

Accountabilities are clear at all levels and leaders create a culture in which lean dispositions flourish

