

Scheduling Success: Simpler Training's Online Lean Training Helps Europe's Number One Broadcasting Software Company

Media GeniX NG is creator of Europe's number one broadcasting management and scheduling software. Johan Vanwelkenhuysen, Chief Operating Officer at Media GeniX, knew that Lean thinking could help Media GeniX to speed up delivery and release capacity. But Johan felt he needed a better understanding of Lean theory in order to make the improvements at Media GeniX that he felt were necessary to enable growth.

Simpler Training's Online Lean Training Course

Johan decided to take Simpler Training's online Lean e-SENSEISM course because it offered an opportunity for accelerated learning whilst providing the flexibility that would allow him to fit learning into his busy and unpredictable schedule.

Johan explains: "The course gave me a good understanding of the basics whilst also delivering that personal touch. I had a number of online training modules to complete each week. This was supplemented by the personal coaching I had every Friday, with additional support if it was needed. This ensured there was enough intensity. I liked the combination of online material I could access in my own time and the push I had on me every Friday □ a real external pressure to dig in and move forward."

The Simpler Training course is accredited by Cardiff University's Lean Competency System. This accreditation gave Johan confidence that Simpler Training is a known practitioner in the field and the course is based on solid research.



Support from an e-SENSEISM Enhanced the Online Course

Johan says: "The course exceeded my expectations. I found the very, very personal guidance very helpful. It was a huge added value to get my specific concerns addressed. I enjoyed the personal contact with my sensei very much. The course is a good way to understand the basics and get some practical experience."

Each learner has the support of a Simpler Training e-SENSEISM throughout the course, particularly during the practical Rapid Improvement Event (RIE) section of the course. "The RIE we ran in Media GeniX was great and really accelerated my learning," says Johan. "The feedback and advice on this specific experience was very helpful... and the benefit of getting practical experience in using techniques was clear."

Real Business Benefits from Applying Lean Methodologies

Johan continues: "We have since gone on to run a number of RIE events with the help of a Simpler Training coach which have been very effective. 75% of staff have now gone through a Lean awareness programme via online training and we have run 4 events related to the functional analysis in software development projects and corrective maintenance."

The tangible benefits from these RIEs to Media GeniX so far have been:

- average resolution time during corrective maintenance is reduced from 20 days to less than 7 days
- required capacity during corrective maintenance is reduced by 30% which gives a perpetual cost reduction of more than €100k per annum
- improved quality of fixes
- reduced variation in project implementation time from around 20 weeks variation to approximately 2 weeks variation. This allows Media GeniX to deliver more customer projects, providing an additional revenue potential of more than €500k per annum.

Leveraging the knowledge and experience Johan gained during Simpler Training's Lean e-SENSEISM course has had a direct and dramatic result on Media GeniX's profitability and has enabled the business to release capacity to exploit new market opportunities. This has, in turn, helped to embed a culture of continuous improvement within the organisation.

Johan concludes: "I definitely recommend Simpler Training and its Lean e-SENSEISM course for the benefits it can bring to your organisation and for the format, which suits people like me with a busy agenda that is never routine."