



Louise Ebrey



Improving performance, people and process

Louise is a facilitator, coach, and implementer of Business Improvement solutions which align process improvement with business strategy. Her approach combines her extensive experience in Lean Thinking with strategy deployment and people development. She believes in ensuring that the strategy and culture encourages and rewards continuous improvement.

Her process improvement experience is extensive and includes back office processes, such as IT, accounts and HR, as well as core business and project workstreams. She process maps collaboratively to design workable processes which maximise potential and eliminate waste. Her methods ensure buy in from those who work with the processes on a day to day basis.

Louise has a strong belief in ensuring that lessons learnt are shared around businesses to prevent repetition of mistakes and ensure that good ideas and innovation are maximised. She combines facilitated sessions which lead to business and individual learning with design and implementation of KPIs to measure the business impact.

Louise believes in bringing people together to work as a team and in having fun while doing so. She designs team building events which enable participants to understand their own workings style and how that differs from the styles of others. She then shows them how to adapt and connect to build great relationships.

Louise has 17 years experience in the construction industry, the last 8 of which have been spent working in Business Improvement, first with the Demand Fulfillment Team on Heathrow Terminal 5, with Laing O'Rourke, and more recently as Business Improvement Manager at GB Building Solutions.

Louise has rolled out several IT based Lean tools on projects from £400m to £2billion and company wide. She trains companies to become self sustaining with Lean through workshops, 1 to 1 coaching and providing support with implementing tools.

As a part of her commitment improving the uptake of Lean, Louise dedicates part of her time to being a director of the Lean Construction Institute – UK. Her work with LCI-UK has an emphasis on connecting industry practitioners to share experience and provide informal learning and development.

Louise combines a background in technical projects with an intuitive understanding of process and a passion for people. Her natural people skills, enhanced by her NLP and Insights accreditations, enable her to design solutions which meet all learning and working styles.

Core Areas:

- Business Improvement
- Change management
- Facilitation
- Lean Thinking – Strategy Deployment, Collaborative Planning, Last Planner, Workplace Organisation, Process Mapping, Process Improvement,
- Kaizen, Continuous Improvement – understanding lessons learnt and integrating them back into processes, design and implementation of KPIs to measure results
- Business Coaching and culture change - NLP Practitioner, Work styles profiling

Qualifications:

- BEng (Hons) Civil Engineering with Architecture
- NLP Practitioner
- Diploma in Performance Coaching
- Insights Discovery Practitioner

Memberships

Director of Lean Construction Institute UK

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Some of Louise's results include:

Workshops, training and facilitation

- ✓ Design and delivery of courses in Lean, Process Improvement, facilitation and soft skills
- ✓ Courses designed to suit the audience from Senior Executives through to Project teams and Operatives
- ✓ Implemented a training programme in both process mapping and process mapping software for a multinational energy company
- ✓ Rolled out software designed for use with Last Planner implementations to teams across Terminal 5, using a combination of training sessions, 1to1 coaching and facilitated sessions.
- ✓ Designed training materials and handouts for software and lean courses.
- ✓ Designed train the trainer programmes for specific courses.
- ✓ Designed and facilitated workshop with school children which enabled them to tell the architects and builders what they want from their new school and interpret this in ways which inform the design.
- ✓ Facilitated sessions at framework events which Manchester City Council have now incorporated into their H&S training for all frameworks

Process Mapping and Process Improvement

- ✓ Training teams and facilitators in how to process map and process mapping software
- ✓ Toolbox system designed, executed and implemented;
 - Version controlled, online Business Management System (BMS) which is process map based, visual and user friendly
 - Includes: Key Processes, Business Standards, Performance Measurements, Benchmarking Tools, Links to all documents and tools required to do the task and a Review Process.
 - Includes every process in business, including project processes, HR, IT, accounts and legal
 - Collaboratively mapped bringing together 6 regional methodologies/protocols into a comprehensive whole
 - This has ensured consistent ways of working and enabled continuous improvement. .
 - Ensures everyone has access to the latest copy of the process and all associated information via the intranet. Has meant that paper based procedure files in site offices, with associated version control problems, have been made redundant.
- ✓ Collaborative process mapping methodology agreed which ensures buy in from those who work with the processes on a day to day basis.
- ✓ Workshops to review processes are successful at eliminating waste.

Last Planner/Collaborative Planning

- ✓ Rolled out Laing O'Rourke's Project Flow for design and construction teams on several large projects including Terminal 5 and North Staffordshire PFI Hospital
- ✓ Part of user group which recommended changes which led to extensive software redevelopment and eventually the design and implementation on an in house version of the software
- ✓ Coached and trained in house implementation team
- ✓ Trained teams to self facilitate
- ✓ Designed training materials and work books

Work Place Organisation

- ✓ Staff own their "What Good Looks Like" initiative and believe they invented it
- ✓ 7 Considerate Constructors awards won in 2009, including 2 Gold and 3 Silver. Increased from 2 Bronze in 2007
- ✓
 - "having been to about 26 other such conferences in my 29 working years the majority of which were just facts and figures, this one kept my attention by mixing the presentations with audience participation"

"Better communication between team members should happen immediately"

"Benefits will include a more vibrant working environment leading to a more sociable & team focus"

"Excellent day which motivates and creates the pride and passion"

All quotes are from event feedback sheets