

# Simple Solutions

*with a little help from Benny & Bjorn*

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# Money Money Money

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- lean thinking
- an entrepreneurial workforce
- project@work



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## Take a Chance on Me

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- modern managers
- lunchtime academy
- our space our time



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## I Have a Dream

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- the EBS way
- tenants first targets
- promises into action



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Ring Ring

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- aiming for excellence
- sofa club
- back 2 the floor



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Performance Indicators	2003/4	2007/8
Next Available Appointment	8 Weeks	5.5 days
Repair Appointments Kept	78%	96%
Repairs to Empty Homes	20 days	8 days
Average Repair Completion Days	18	5
Customer Satisfaction	78%	90%
Kitchen & Bathroom Replacements	135	330
Investment in Training	£4,000	£150,000

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## The Project Wall

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businessplanning leading aimingforexcellence communicating  
projectmanagement organising sofa club listening  
lunchtimeacademy enthusing firststeps trusting  
re-engineering reviewing performancereviews measuring  
simplesolutionsbigimpact responding backtothefloor coaching  
promisesintoaction rewarding interactiveinduction explaining  
health@work caring ourspaceourtime enjoying  
bespokeTV innovating myspacemytime learning  
successionplanning preparing  
tenantsfirst performing

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The Winner Takes It All

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