

G4S, Albertslund, Denmark

When LEAN and QlikView Go Hand in Hand



In regards to running the everyday business on an operational level, I can't imagine a better tool than QlikView

Anders Nissen, Business Performance Manager, G4S Security Service A/S

The Need for Operational Data

Anders Nissen is the Business Performance Manager i G4S Security Services, and since 2009, he has been responsible for implementing LEAN-projects for overall efficiency and productivity in the organization. This has been such a success that has saved G4S Security Services a two figured amount of millions yearly. But before Anders Nissen got that far, he had to get an overview of the many existing IT solutions in the organization, the reporting options of every system and its capacity to measure the individual employee's performance. Or lack thereof.

"We quickly found out that if we were going to work with LEAN and have the possibility to correct work processes in the everyday business, then we need a

way to visualize the operational data. That means all the data connected to the individual employee and the performance of the department. We couldn't make that kind of measurement in the existing solutions.

After some time with Excel and later Access, we were finally introduced to QlikView", says Anders Nissen. "What immediately caught our attention was partly that it seemed very user-friendly, and partly that I could download the tool and sit and play with it the same afternoon. It was wonderfully operational from day one, and that why we chose QlikView - there was basically no competitors".

Productivity Increased by

30%

per Man per Day





Yearly

44

Million in Efficiency Gain

Yearly Efficiency Gains of 44 mill. DKK

Anders Nissen and G4S Security Services have not really made a business case for the QlikView investment as such. Objectives have been determined for the individual LEAN projects, that the organization has implemented, and for those projects it has to be a prerequisite that performance could be measured.

“Recently, I made a calculation that showed that every year, we invest about 2 million DKK in QlikView. So far, the LEAN projects where QlikView has been used as a tool, have secured us about 44 million DKK in yearly efficiency gain. Of course, it’s debatable how much of that amount is directly related to QlikView. But for certain projects, performance management has been the only thing we have implemented, because we wanted a structured follow-up on the employees’ tasks,” says Anders Nissen and gives an example of a completed LEAN project.

“In 2010, I started a project in our service department that included all our service installers. That’s about 400 persons, who get and finish tasks with a PDA løsning. When I asked how the leaders followed-up on the service installers’ tasks, they said that they didn’t because they couldn’t get the data out of the system. This turned out to be not entirely true. Today we take the data that every single installer enters and compare it to the planning system which show how much that person is working. The result has been that the average number of tasks per day per person has increase by 30 percent. That’s a lot when you have 400 persons driving around out there,” says Anders Nissen.

Next Step Includes Management

Next step for G4S Security Services is to get a Business Intelligence system that can also be used on an overall strategic level as a management tool. But for now, Anders Nissen is very satisfied with the strengthes of QlikView as a management tool for the individual employee and his or her boss.

“We have about 200 users on the system, and we can ascertain that it has been a great success in connection to the LEAN projects,” says Anders Nissen and finishes: “In regards to running the everyday business on an operational level, I can’t imagine a better tool than QlikView”.



Company:
G4S

Industry:
Service and Security

Products:
Full Service Provider of
Security Solutions

Number of employees:
1,900 in Denmark

Headquarters:
Albertslund, Denmark

Globally:
With about 600,000
employees worldwide in
more than 100 countries,
G4S is the world’s biggest
security company