

# EBU

OPERATING EUROVISION AND EURORADIO



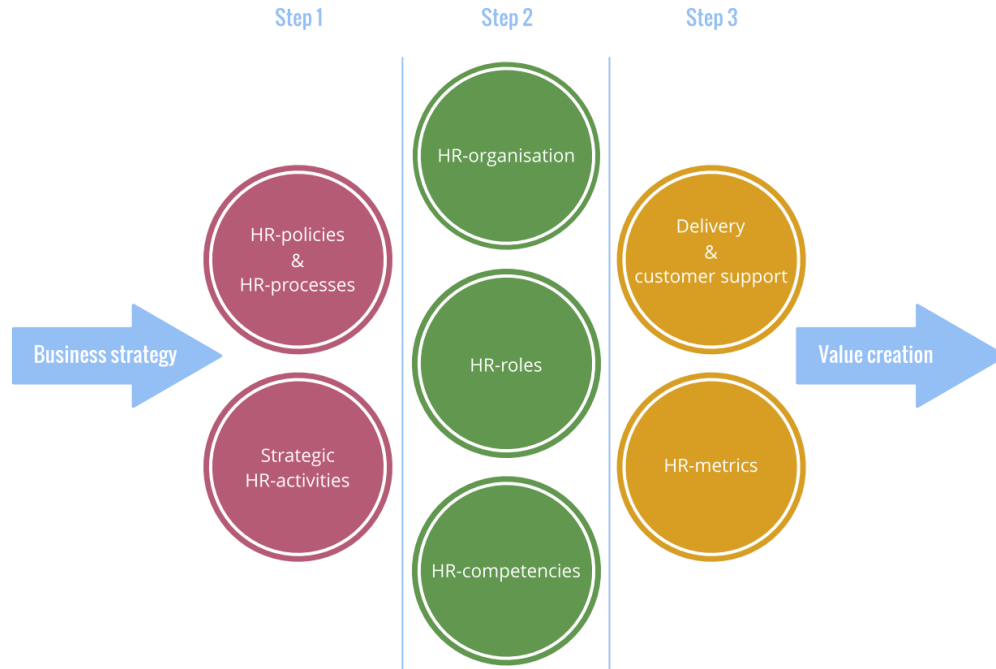
EBU Human Resources Assembly  
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# WHAT DO WE MEAN BY LEAN AND AGILE?

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**THE STRATEGIC PART OF  
HR IS USING YOUR  
RESOURCES TO CREATE  
THE MAXIMUM POSITIVE  
EFFECT ON THE BUSINESS:  
LEAN AND AGILE CAN HELP  
US DO THIS**

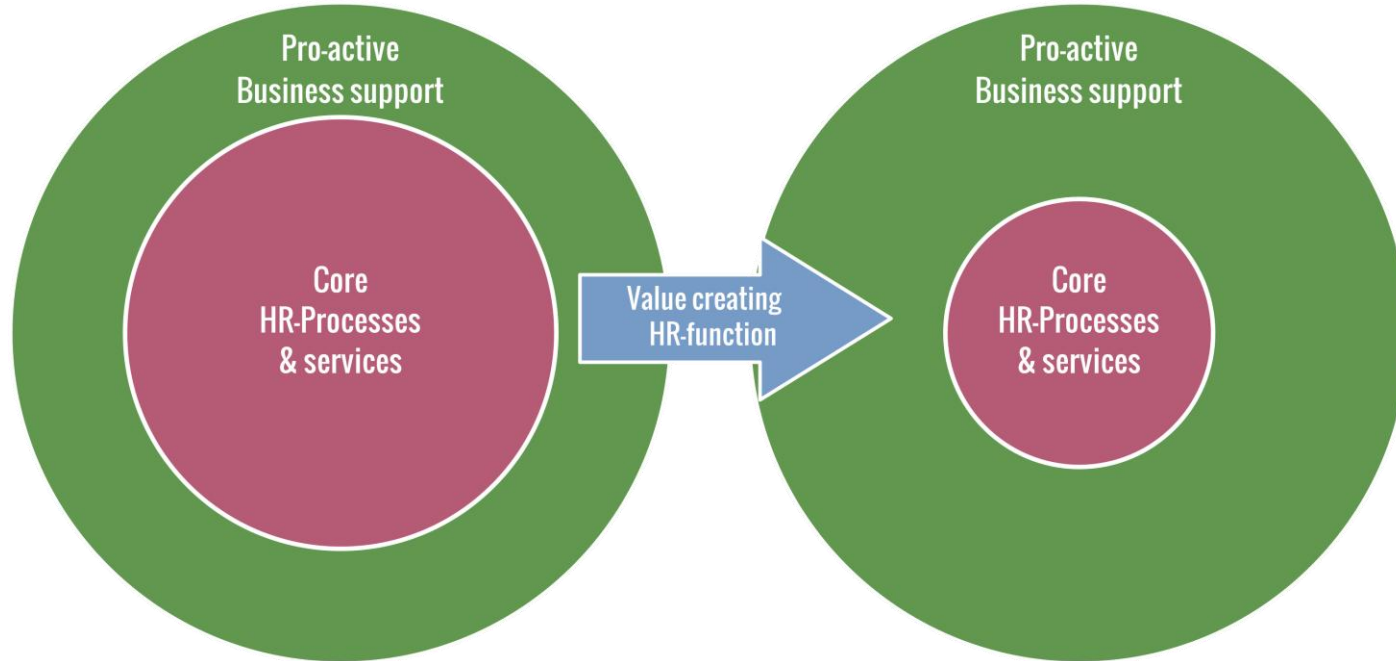
# THE CUSTOMER DEFINES WHAT THE HR FUNCTION DOES THROUGH THE BUSINESS STRATEGY



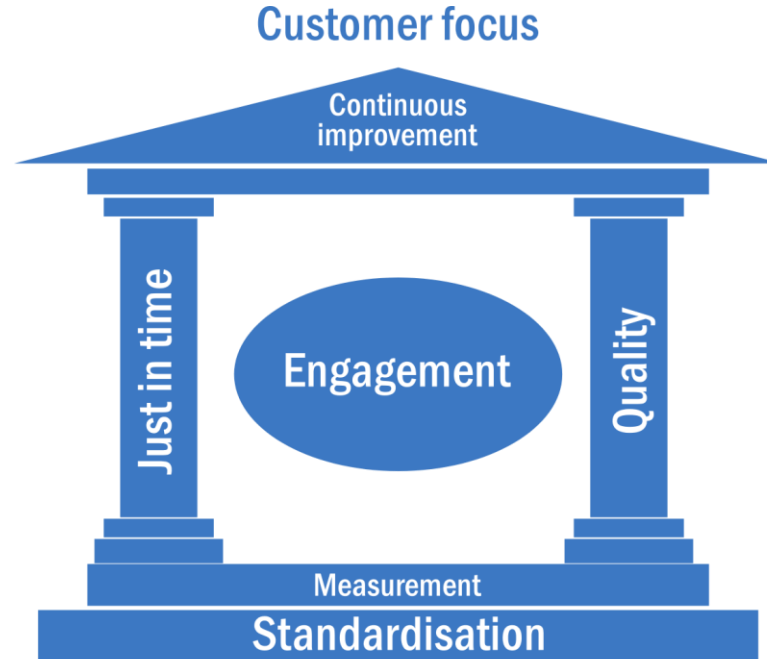
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Ulvhag-modell<sup>®</sup> for the development of the HR-strategy and HR-function

# THE GOAL FOR ANY HR-FUNCTION MUST BE TO MAXIMISE RESOURCES TO FACILITATE MANAGERS IN ACHIEVING THEIR GOALS



# LEAN THINKING



# **LEAN IS A METHODOLOGY THAT CAN ENHANCE CUSTOMER ORIENTATION, PROCESS EXCELLENCE & ELIMINATES WASTE**

- **If the customer doesn't ask for it – don't do it!**
- **Processes should be standardised as much as possible**
- **Measurements are made to ensure continuous improvement**
- **It should be easy for people to do things “right” and hard for them to do things “wrong”**
- **A standardised approach to defining and eliminating waste**
- **5s – Kasien – Kano and much more**

# LEAN THINKING IS HIGHLY APPLICABLE TO HR PROCESSES



# WHAT IS AGILE?

**A methodology that makes it possible to have:**

- A strong customer orientation
- A flexible approach to creating value for the customer

**Is a methodology that ensure that you deliver what the customer  
“really” needs**

**Realises that the customer can't always explain what they want at  
the beginning of a project**

# AGILE THINKING IS HIGHLY APPLICABLE TO HR SERVICES AND PRODUCTS