Business Efficiency Experts

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Business Efficiency Toolkit

Case Study

The Little Things in Action: Hospitality

A mid-sized hotel chain noticed staff were losing time during shift changes and housekeeping operations, leading to delays in room readiness and guest check-ins.

The Little Things Toolkit Applied:

The hotel implemented small but effective process improvements, including:

- A simplified digital housekeeping checklist to reduce duplicated effort
- A quick, 5-minute shift handover huddle to clarify priorities
- Colour-coded storage in housekeeping areas to speed up supply retrieval
- Standardised room restocking layout to minimise searching time

Results:

⏱ Room turnaround time reduced by 18%

🔁 Fewer missed tasks and double-ups

😊 Staff reported smoother shifts and less stress

🛎 Guest satisfaction scores improved due to earlier check-in availability

Outcome:

Small operational changes created faster, more consistent service, happier staff, and a better guest experience - all without major investment or disruption.

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The Bigger Things in Action: Retail

A regional retail chain was facing frequent stock shortages, inconsistent inventory levels, and delays in restocking across stores. This impacted sales, frustrated staff, and led to poor customer experiences.

The Bigger Things Toolkit Applied:

The business tackled root causes and streamlined key processes by:

- Mapping the end-to-end supply and stock replenishment process
- Identifying breakdowns in communication between stores and warehouse
- Introducing a simple automated reorder system based on real-time stock data
- Training staff on consistent stock handling and reporting practices

Results:

📉 Out of Stocks reduced by 40%

⏱️ Restocking lead times cut by 25%

💷 Sales increased due to better product availability

🧠 Staff reported greater clarity and fewer manual tasks

Outcome:

By addressing the full process and fixing underlying issues, the retailer boosted productivity, improved sales, and created a more seamless experience for both staff and customers.

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The Sticky Things in Action: Service

A growing marketing agency had implemented several improvement initiatives, but results weren't sticking. Processes reverted, teams fell back into old habits, and performance gains faded over time.

The Sticky Things Toolkit Applied:

To embed sustainable change and drive long-term success, the agency:

- Enrolled their team in the Bees Level 1 Continuous Improvement Training, giving staff hands-on experience with Lean tools and practical problem-solving
- Trained key clients through the Bees Introduction to Continuous Improvement, creating shared understanding and alignment across both sides of delivery
- Introduced visual process guides and SOPs for key workflows
- Held weekly improvement huddles and appointed internal "process champions"

Results:

🧠 Staff confidence in identifying and fixing issues significantly increased
🔁 Process adherence improved by 60%
🔄 Clients and internal teams began speaking the same improvement language
📊 Project delivery became more consistent and predictable
📈 Client satisfaction and retention both improved

Outcome:

With end-to-end capability - internal and external - the agency didn't just make change happen, they made it stick. Bees training gave both teams the tools and mindset to embed continuous improvement into everything they do.