

CASE STUDY - REAL EXAMPLE

Safety without the bottleneck.

Optimizing Hands On Tool Time. From 30 mins
queueing for signatures to a swift start.

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THE REAL CHALLENGE.

Safety in signatures.

The prerequisite for safety for contractor work on site:

- A signed safety permit is required to start working.
- TD, safety advisor and shift leader need to sign.

The process

- Maintenance desk (TD) has all permits printed and ready at office.
- Contractor queues to pick up permit at TD.
- Contractor queues for signature safety department.
- Contractor queues for signature shift leader.
- In case of change/unclarity; start over.

THE FIX.

Split by risk.

Adapt timing.

- Standard, low-risk jobs from regular house contractors are signed the day before. Calmly, when it suits, with time to actually read them.
- Only non-standard and high-risk work is signed on the day, where the real attention belongs.

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THE RESULT.

**80–90% of contractors
could start immediately.**
Every day.

- The risky jobs got a calm, focused conversation instead of a rushed signature in a queue.

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INSIGHTS.

The safety scrutiny didn't drop. It sharpened.

That's the reframe: the 7am bottleneck was never protecting safety. It was diluting it. Treating a routine job and a genuinely hazardous one with the exact same ritual isn't rigour: it's a queue wearing a safety vest.

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INSIGHTS.

**Put your sharpest
attention where the risk
actually is.**

**Everything else, take out
of the queue.**

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INSIGHTS.

Be practical.

The new way was simply easier for everyone at once. Contractors got moving. Safety advisors swapped the scramble for a calm review the day before. Shift leaders got a simple decision rule they could own without me standing over it.

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MAKING IT STICK.

Probably yes, if...

- THE COLLEAGUES DOING THE WORK ARE INVOLVED IN SHAPING THE SOLUTION. THEY OWN THE PROCESS.
- THE CHANGE CAN BE MEASURED AND COLLEAGUES FEEL THE IMPACT.
- KPIS AND SLAS ARE (EASILY) MET
- THE NEW WAY IS SIMPLY EASIER FOR EVERYONE AT ONCE.

It asks for time, honesty, and leadership that means it.

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THIS IS THE KIND OF CHANGE LEF. BUILDS.

Curious what's hiding on your floor? Let's talk.

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CASE STUDY - REAL EXAMPLE.

MAKING OPERATIONAL CHANGE STICK.

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