



THE TIMES 100

Edition 14

Legal Services Commission: Becoming a lean service organisation Lesson plan

Content area

- Lean production
- Service organisation
- Continuous improvement
- Quality assurance

Method

This resource can be used for general classwork, homework or learning skills for investigation.

It is a good simple exercise in bringing the various terminologies together in understanding what it means, and how it can be used in context. This allows the pupils to bring out more in discussion and understand that the topics covered in Business Studies are not insular. The outcome will be by differentiation.

First Activity:

Using the case study and any other resources, define the following words:

Service organisation; legal aid; budget; variance analysis; social exclusion; not-for-profit; financial climate; culture; lean production; waste; just in time; total quality management; quality assurance; quality control; online data; value added; debt; cash flow; administrative; legal services; criminal cases; civil cases; dispute; electronic forms; correspondence; kaizen; continuous improvement; multiple claims; screening; queries; cost effective; personalised service; primary data; secondary data; feedback; market research; focus groups; SWOT analysis; aims; objectives; strategy.

Second Activity

Once you have completed the definitions link the following words together to form a paragraph. The words do not necessarily have to be in any order but must be in context of Legal Services Commission.



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Questions

1. What is the Legal Services Commission?
2. How does the Legal Services Commission work?
3. What is lean production?
4. Using the case study, give examples of how lean production has been used in the Legal Services Commission.
5. What are the benefits of lean production to the Legal Services Commission?
6. Why would a SWOT analysis have been a good idea when developing a lean approach?
7. In the case study, it mentions that the starting point to developing a lean approach was to research and analyse customer requirements. Why is this essential?
8. What are the advantages and disadvantages of using electronic forms as opposed to paper forms?
9. What is Quality Assurance, and how has this benefited the Legal Services Commission?

Activities

- Using the information in the case study and any understanding that you may have of lean production, think about your daily routine of school / college and home life and implement your own lean production process to work and be more efficient and less wasteful.
- Produce a survey on peoples daily routines and highlight areas overall that your classmates generally waste their time or that could be used more effectively.
- Using the case study and website produce a poster promoting the Legal Services Commission.

Other resources

- MP3 download of the full case study
- Summary of the case study . 500 words
- Brief of the case study. for lower ability pupils
- Interactive online quizzes
- Revision theory:
 - <http://www.thetimes100.co.uk/theory/theory--improving-productivity--208.php>
 - <http://www.thetimes100.co.uk/theory/theory--staff-training-development--402.php>
 - <http://www.thetimes100.co.uk/theory/theory--lean-production--252.php>
 - <http://www.thetimes100.co.uk/theory/theory--production-quality--339.php>
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