



THE TIMES 100

Edition 14

Legal Services Commission: Becoming a lean service organisation

Answer sheet

1. What is the Legal Services Commission?
Is a service organisation funded by the Government that provided advice and legal help to a large number of people in England and Wales on low incomes.
2. How does the Legal Services Commission work?
With its budgets it pays for solicitors and not-for-profit agencies to advise people on their legal problems (family breakdown and debt), help people understand their rights and law, advise people detained in police stations and if necessary represent people in court.
3. What is lean production?
Lean production is the process of improving efficiency and cutting costs through reducing waste (materials and time) in an organisation.
4. Using the case study, give examples of how lean production has been used in the Legal Services Commission.
See table of before lean production and after lean production.
5. What are the benefits of lean production to the Legal Services Commission?
The Legal Services Commission is able to provide a more cost effective and less wasteful service because less time and expense it take up on unnecessary activities.
6. Why would a SWOT analysis have been a good idea when developing a lean approach?
It would have made the Legal Services Commission assess themselves critically in terms of their strengths and weaknesses internally and the opportunities and threats that may affect them externally.
7. In the case study, it mentions that the starting point to developing a lean approach was to research and analyse customer's requirements. Why is this essential?
If they don't know what the customer wants or thinks of the current system, how is the service going to improve.
8. What are the advantages and disadvantages of using electronic forms as opposed to paper forms?
Less costly to store and quicker to process and use, however if there was a virus or something happened to the back up systems, the data could be destroyed or lost.



THE TIMES 100

9. What is Quality Assurance, and how has this benefited the Legal Services Commission?
Quality Assurance is where the whole process is being monitored for efficiency and prevention of mistakes, ensuring targets and objectives are being met or surpassed, therefore allowing the Legal Services Commission to be efficient and less wasteful through the whole process of helping its clients.