

LEAN – THE STORY SO FAR

1

Transcription

Length: 02'46''

00:00 – 00:21 - Titles

00:22 – Tracie Burton

What I really like about 'Lean' is 'Lean' is basically a great operational discipline for us. It gets everybody on the same page, it gives us a clear cycle and a clear structure and it also gives us great tools to use. And it also gives us time to plan and implement and ultimately make sure that change sticks.

00:43 - Eva Palm

I think it's great that now the Thomas Cook Group is taking the 'Lean' into the programme.

00:49 - Sofie Franck

I was from the start inspired and convinced that 'Lean' could help us to improve our way of working.

00:56 – Michelle Tedstill

'Lean' has really helped and I think they are a great team and it's been amazing to work with them.

01:06 – Nicola McCallum

1st Female Speaker

There has been some ups and downs it's been a journey. Yet we've been challenged and we have been stretched to our limits. But overall the rewards are worth every minute.

01:17

2nd Female Speaker

Oh absolutely, I totally agree with you there.

01:20 – Nathalie Constant

You see all these little results in such a short time frame motivates me to continue being a lead ambassador.

01:27 – Lina Thomassen

When it comes to 'Lean' it's a... You can never see it finished. It's an ongoing project or... It's not a project either; it's an ongoing work that never will be finished.

01:40 – Mimi Håkansson

It's also been very interesting to see that the whole line from housekeeping, from kitchen staff up to the management team of each hotel; how everybody's been involved. It's not easy, it's like I said before it's more difficult, but you see results quite quickly.

LEAN – THE STORY SO FAR

2

Transcription

Length: 02'46''

02:04 – Heidi Stern

I have the 'Lean' love. I think that 'Lean' in the amount of process it involves can almost seem quite scary at first and quite tedious. But, I think that when you look back to how we were eight months ago to how we are now. I think it's made a massive difference and I think it's been really positive.

02:23 – Sarah Walker

'Lean' and Thomas Cook is fantastic, it's certainly something that Thomas Cook requires in all of its business areas. It will break down silos and it really has made me aware of where we were, and had a lot of wastage.

02:35 – Johan Håglund

I don't see an end of it, the journey will continue

02:38 END