

Optimization methodology created and tested in Poland conquers the world!

– interwiew with **Teresa Rondańska**, *Leanergy Deployment Director for Global Finance Shared Services Schneider Electric*

Outsourcing&More: What problems service organizations like SSC are facing nowadays?

Teresa Rondańska: Mainly it is lack of transparency, unsystematic way of engaging employees in processes improvement, lack of visual management and measurement of the effects of improvements. People often assume that there is no need to discuss about obvious issues and that chronic problems have to be accepted. The biggest challenge however is the engagement of the employees.

Q&M: You are passionate about Lean and change management by using different approaches. What methodology have you finally implemented in **Schneider Electric**?

TR: Leanergy – is the concept I am very proud of! In FiSS Poland we have developed and tested this optimisation approach. It is based on the Positive Productivity® methodology created by **4Results**, supported by elements of Schneider Production System used worldwide in our **Schneider Electric** factories and FiSS Poland experience in running continuous improvement programs. It came out that once we make an accounting process visible we can successfully use in a service organization Lean methods from production plants.

Leanergy system allows to change the organizational culture effectively by providing transparency of processes (with the HarmoDesk tool), systematic improvements, simplicity of applied tools and engagement of whole teams (thanks to regular and structured meetings). What is more, this system is consistent with the psychology of creating habits.

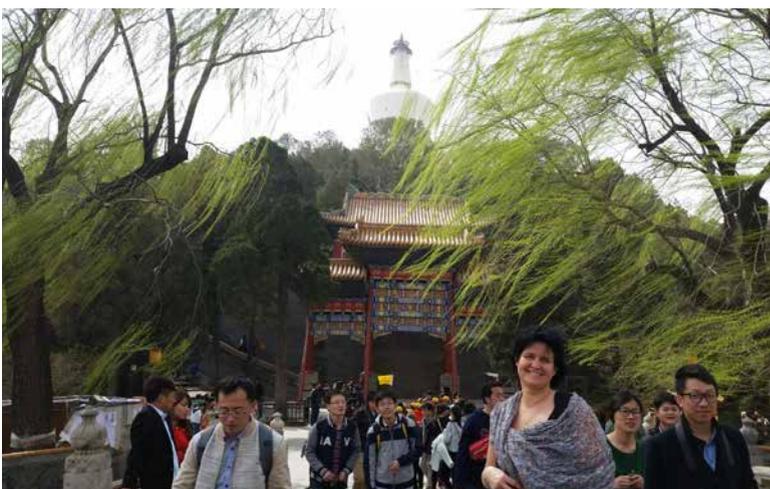
O&M: Leanergy method is accepted as a standard system in **Schneider Electric** Finance Shared Services located on 5 continents. How have you managed to achieve it?

TR: In my perception the moment of *buying* the Leanergy concept by FiSS Poland managers was crucial. This team is very competent while being demanding and critical. Positive Productivity® methodology delivers convincing elements to people like simplicity, well-chosen tools and recommendations what should be done in what order. Engagement of teams and development of leadership skills at all managerial levels is in the center of attention.

Leanergy and Positive Productivity® have been very well welcomed by the directors of our SSC in China, US, Mexico, India & the Philippines. They decided to implement it as well. The approach is well structured and thanks to “opportunity time” concept the company can increase productivity while keeping high employee engagement. This is why we have a green light from our Sponsors: Philip Woodburn, Ed Brekke, Jean Michel Segui. It is a great success.

O&M: In Poland many leaders manage interesting projects. Although we see rarely that a concept developed in Poland becomes a global standard. What were the key success factors to manage it?

TR: The biggest work has been done by the FiSS Poland management team. Great people! My pragmatism, curiosity and the faith in unlimited possibilities of human beings were very helpful. I have also some ability to explain complex issues in a simple way. And finally – it works. ■



Teresa Rondańska w Pekinie (Marzec 2015)
Teresa Rondańska in Beijing (March, 2015)