



# Embedding Improvement Every day

Ensure problems stay solved and lessons are truly learned rather than simply recorded

Many improvement initiatives deliver short-term gains but fail to become part of day-to-day operations. LSS helps organisations identify and remove root causes, embed corrective actions into business processes, and ensure improvement activity leads to measurable outcomes. By combining practical improvement methods with digital tools, you can reduce recurrence, improve consistency and make change sustainable.

**60%+**

OF FDA WARNING LETTERS CITE INADEQUATE  
corrective and preventive actions

**<1/3**

OF TRANSFORMATIONS BOTH IMPROVE PERFORMANCE  
and sustain it over time

## How we help

### What problems do we solve

- NCRs, OFIs and corrective actions fail to eliminate root causes.
- Automation is applied to symptoms rather than process constraints.
- More effort is spent measuring problems than fixing them.
- Lessons learned are documented but rarely applied.
- Continuous improvement depends on individuals rather than systems.
- Improvement activities are disconnected from normal business operations.

### Business Benefits

1. Reduce recurring problems and repeat corrective actions.
2. Improve the effectiveness of improvement processes.
3. Embed improvements into operational workflows.
4. Increase the return on improvement and automation investments.
5. Create a more resilient, process-driven organisation.

### Example Solutions We Can Develop and Deploy

#### 1. Make Improvements Permanent

**Solution:** A Nonconformance system with the ability to record issues, with a focus Root Cause Analysis and trends. Effective RCA with tracked corrective actions led by trained and capable facilitators using recognised tools connected to NCRs.

#### 2. Data Trending

**Solution:** A set of connected PowerBI dashboards measuring KPIs and the metrics that contribute toward them. Reports that show improving, deteriorating or inconsistent trends in your business.

#### 3. Systems That Drive Improvement

**Solution:** AI custom prompts, built into your systems, that review the quality of content at point of submission, or closure, and prompts the user to make improvements before proceeding; or if required prevents progression without improvement being made. We call it AI Check + Challenge.

### Ask Yourself

- Q. Does your lessons learned process improve delivery outcomes or is it a tick-box exercise for project close-out?
- Q. When your last improvement project ended, did the change still exist six months later?

## Why Clients Choose LSS

### Operations Experience with Digital Expertise

We bring practical operational experience and an ability to automate, where relevant, to help you identify and address genuine root causes, not just symptoms.

Sustainable fixes. Not temporary responses

### Knowledge and Digitisation Combined

From capturing nonconformances and embedding lessons learned to trending and recurring issues, our tools ensure improvements are visible/actionable.

Visibility that drives action

### Our Focus on Business Outcomes

We help organisations build improvements into normal operations so they remain effective long after the initial focus has gone.

Change that lasts

### EXAMPLE APPLICATION

#### Effective Root Cause Analysis Drives Improvement

Non-conformances were being recorded and the NCR system had a section to record the output of RCA, but capability was low and there were no tools to guide them. Rather than develop our own solution, we partnered with Sologic and adopted their Causelink™ software. Through that partnership we were able to shift attention to systemic prevention and ultimately replaced the hard-to-navigate Lessons Learned library with process improvements resulting in prevention from the outset.

### Start with LSS Discovery

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**BOOK A DISCOVERY CALL**

Revision 1  
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