

Proven Business Results Through Lean Six Sigma Training

Delivered by QUALITY2day
Trusted by Top UK Firms in
Construction & Manufacturing



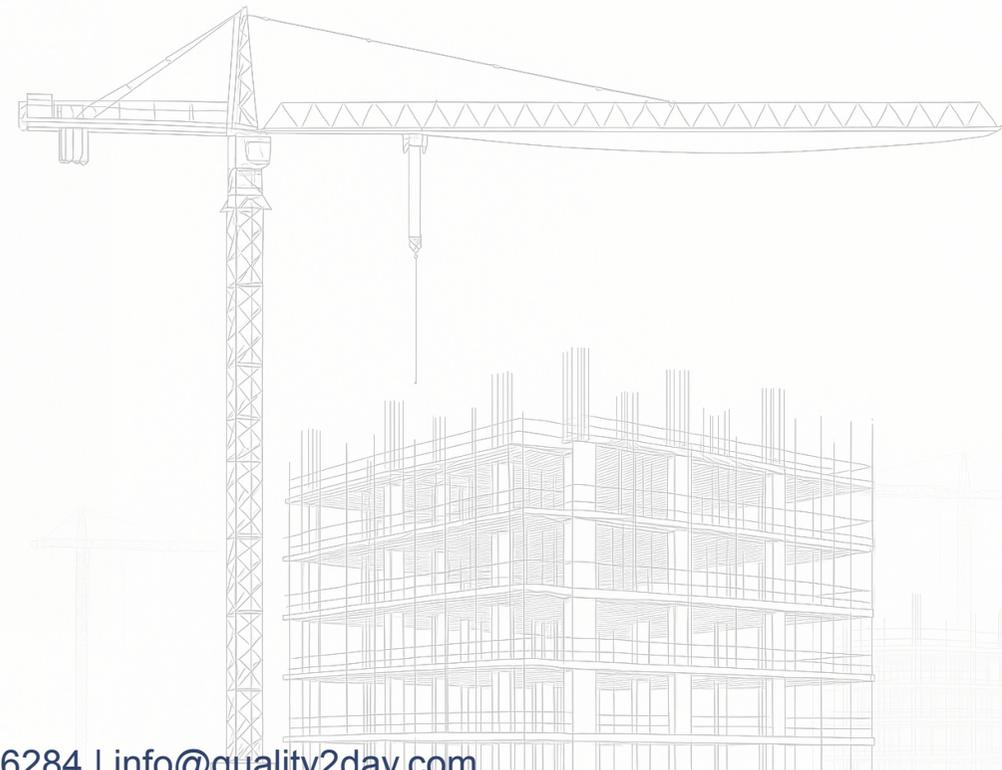
www.quality2day.com



Our Mission

Our mission is to empower organisations and individuals through transformative business training and coaching.

We are dedicated to bridging the gap between business operations and the human qualities that drive success.



Who We Work With

QUALITY2day is a leading provider of business courses and coaching. We assist customers in critical industries, such as construction, civil engineering, manufacturing and public services to operate more sustainably while enhancing productivity, reliability and reducing cost.



Our Training Portfolio



Lean Six Sigma
Yellow Belt



Lean Six Sigma
Green Belt



MasterClass
Cost Reduction



Business
Coaching

2 Days	5 Days	1 Day	Flexible Duration
Build awareness of Lean principles and give your team a practical understanding of how to spot waste, streamline processes, and contribute to improvement efforts from day one.	Empower your people to lead improvement projects that deliver tangible results, using practical tools, data-driven thinking, and the confidence to challenge the status quo.	Equip your leadership team with a strategic mindset and practical tools to identify hidden inefficiencies, drive down costs, and build a roadmap for sustainable savings.	Get tailored support to overcome operational challenges, accelerate results, and embed a culture of continuous improvement - one high-impact session at a time.
In-house / Online / Hybrid			
Individual coaching included in all courses			
Exam & Official Certification included			



Our Impact

£5 million +
Cost savings

150 +
Projects

300 +
Professionals trained

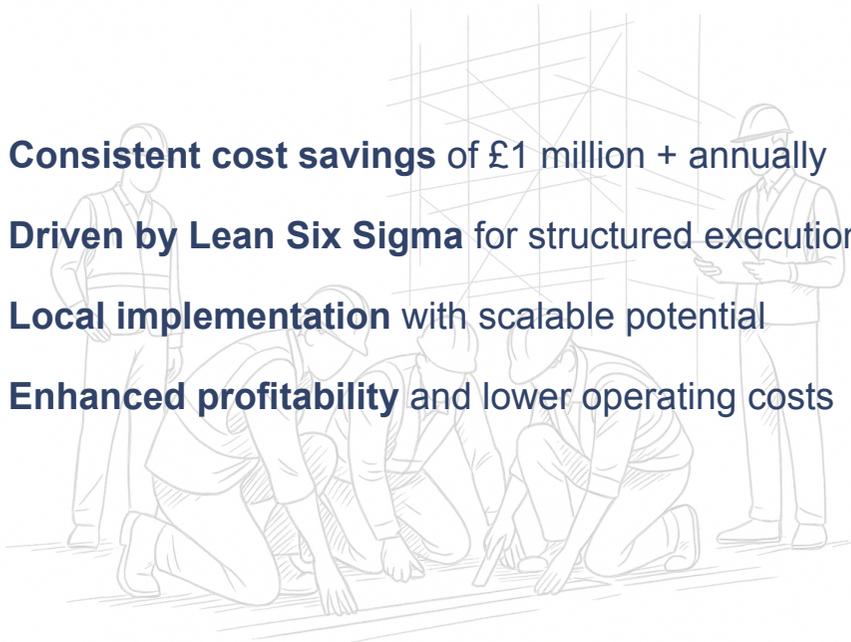
98% +
Customer satisfaction

Sabina Nizamuddin, Integrated Project Team Director, adopted an Enterprise Model at Atomic Weapons Establishment (AWE). The project generated **£155k** in cost savings by reducing staffing costs.

Luke Pierce, Project Manager, introduced Slipform Guide-Wall Innovation, resulting in **£200k** cost savings. The project was submitted for the Sustainability Award.

Dale Watson, Operations Manager, delivered **£150k** cost savings for the Herefordshire Contract by introducing a small plant purchase scheme. Payback within 18 months could be capitalised to release funds into revenue annexes.

- ✓ **Consistent cost savings of £1 million + annually**
- ✓ **Driven by Lean Six Sigma for structured execution**
- ✓ **Local implementation with scalable potential**
- ✓ **Enhanced profitability and lower operating costs**



Client Testimonials

“

Thank you so much for making the course so enjoyable for them and thank you for traveling such a long way to deliver this for us.

- Sam Siggers

★★★★★

”

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QUALITY2day
PRACTICAL SOLUTIONS FOR PROFESSIONALS

HIGHEST RATED CUSTOMER SATISFACTION

Our mid-year customer satisfaction survey reported 98.6% overall customer satisfaction, remaining above 98% year over year.

Category	Score
Overall (2024)	98.6%
Knowledge increase	98.3%
Student support	99.2%
Tutor engagement	99.5%
Training materials	98.0%
Structure & logic	98.8%
Content delivery	98.1%

Real success stories from our Students.



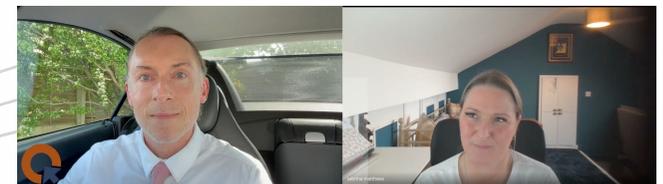
£15K
LEAN SIX SIGMA
PROJECT

THE INTREVIEW
6 MARCH, 2024

FIND OUT MORE
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WATCH NOW!

QUALITY2day on



£140K
LEAN SIX SIGMA
PROJECT

THE INTREVIEW
11 MARCH, 2024

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Case Study Snapshot



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CLIENT BRIEF
The current process for closing 'cases' received from the public was experiencing significant delays, so impacting the ability for investigations to be promptly initiated. This delay not only hampered capacity to provide timely updates to customers, but also prolonged the case resolution timeline, which directly affected Service Performance Indicators (SPIs). Specifically, the targets to log cases within 3 days and respond to customers within 10 days were at risk, this jeopardised the ability to meet the required SPI target of 97%. Failure to consistently meet these targets threatened contractual obligations with East Sussex County Council and the potential to achieve the annual target gain share. Therefore, there was a critical need to streamline the case closure process to ensure compliance with SPI measures, enhance customer satisfaction, and secure the financial incentives associated with meeting SPI targets.

PROJECT SOLUTION
To reduce delays in case closure and to meet Service Performance Indicators (SPI), an automated response system for specific case types was implemented. Additionally, system enhancements were made to automatically close cases where no further customer updates were requested, or when reports were made anonymously.

PROJECT RESULT
Automated responses addressed the primary cause of delays, which often stemmed from waiting for staff or customer responses. Automated replies now provide timely updates to customers without manual intervention, so speeding up case resolution timescales.

To improve case closure efficiency, the organisation implemented automated responses by case type, reducing handling time by providing instant feedback to 31% of customers. System modifications now auto-close cases without requested updates or from anonymous reports. These changes saved 886 hours, equivalent to £97,991.60, allowing advisors to focus on complex cases. Consequently, automatically closed cases increased from 40% to 73%.

These measures, combined with ongoing management oversight, have streamlined case handling, ensured SPI compliance, and helped to secure the business's target gain share.

COMPANY
Costain, Jacobs, East Sussex Highways

INDUSTRY SECTOR
Construction

PROJECT NAME
Reducing case handling time

SITE NAME
Ringmer Depot

SERVICES PROVIDED
In Q4 2023, Quality2day successfully delivered the Lean Six Sigma Green Belt Course to a team of 12 individuals from Costain & Jacobs, East Sussex Highways Contract. This comprehensive improvement project, integral to the course, spanned six months of team-based project work and was enhanced by personalized 1-on-1 coaching from the Quality2day tutor.

PROJECT DURATION
6 months

PROJECT COST SAVING
£98,000

COSTAIN **East Sussex Highways** **JACOBS**

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Courses tailored to exceed your expectations



Problem:

Critical delays in case closure were threatening 97% SPI compliance, damaging customer satisfaction, and risking a performance-based contract with East Sussex County Council.

Solution:

Introduced automated customer responses by case type and implemented system changes to auto-close cases without updates or from anonymous reports.

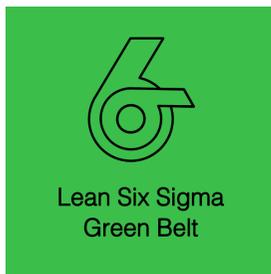
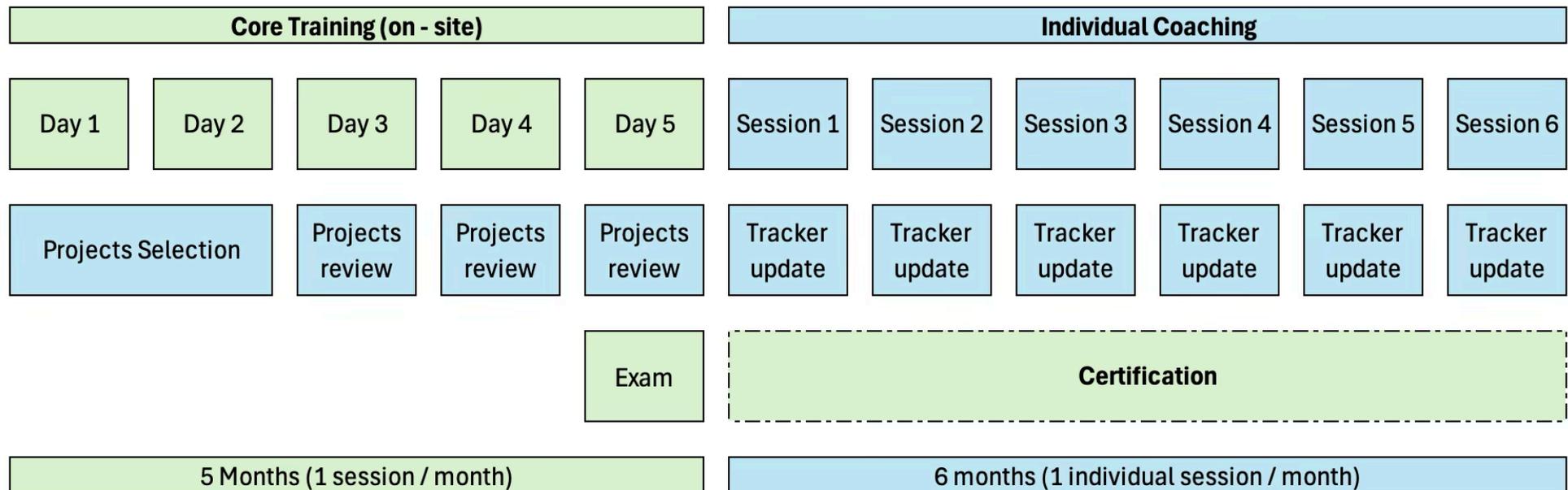
Impact:

- 886 staff hours saved, equivalent to **£97,992**
- Auto-closure rate improved from 40% to 73%
- 31% of customers received instant feedback
- Freed up staff capacity for more complex cases
- SPI compliance secured and target gain share protected



How It Works

A clear path to certification and real results.



- 5 months of focused learning
- 6 months of 1-1 coaching
- Designed for real work environments
- Built-in accountability
- Sustainable impact



What Makes Us Different

- ✓ Not generic training - all project-based, financially driven
- ✓ Not consultants - we build internal capability
- ✓ Tailored for construction & manufacturing
- ✓ High-impact coaching included by default
- ✓ Long-term impact & quick wins



Certification is awarded only upon successful completion of the improvement project, ensuring every graduate delivers measurable business value.



Let's talk

Let's explore how we can help your team deliver measurable improvements.

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