

Message

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on behalf of Chris Hall <chris.hall@cabinetoffice.gov.uk> [chris.hall@cabinetoffice.gov.uk]
Sent: 13/04/2020 06:24:05
To: Max Cairnduff [max.cairnduff@cabinetoffice.gov.uk]
BCC: gareth.rhyswilliams@cabinetoffice.gov.uk
Subject: I dream about this stuff

1. We have designed the least efficient process possible

When I was an operations consultant we had a simulation game with lots of individual workers doing part of the job and tons of paperwork. This was the start state and participants were challenged to improve it. The most effective solution was one case worker doing the whole job from start to finish but the change management was v difficult. We need a target of going from first contact to discard or first purchase in 24 hours and 6 hours for high velocity/ critical situations

2. The lag in the process and shipping is killing our demand signal

Another simulation - the beer game- look it up...

We ask for FFP2 masks 3 weeks ago. Everyone rushes round to find them. By the time they are about to arrive in the food chain we have a surplus. Now we have no gowns! But no one foresaw this 3 weeks ago. Possible solution is that mainstream is now searching for goods on a fixed date 28 days out and we overlay a specials stream filling the gaps in our chain and paying premium prices for early delivery.

3 competition

The Americans are out there buying in bulk . We have to be at least as quick and maybe smarter than them to keep supply, Either that or find a way to collaborate? We have enough ventilators for example. Ditto Europeans.

4 IT is killing us

I spent most of yesterday going back over old cases on stuff I had missed especially gowns

5 assurance sort of working now

I read yesterday that they could process 30 cases a day? I could give them 5! Also assume everything before the DES mailbox opened is lost. I resubmitted a case yesterday that the assurance team had no knowledge of and I had sent it as instructed to David Moore 2 days before. But see point 1. - there are limited gains in just working a fundamentally broken system faster.

You are in other fora to me . If you have the same concerns then voice them or if you wish attribute them to me...,

And no donations process? Please!!!!

Good luck

Chris

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