



Lifting best practice standards – you're hired!

Best Practice Operations Manual for Speedy Lifting

CASE STUDY





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Best Practice Operations Manual for Speedy Lifting

Speedy Lifting, the UK's number one provider of specialist lifting equipment, had grown rapidly through acquisition and was keen to implement common operational standards, procedures and ways of working in the depots and workshops.

What they really needed to do was help Depot and Workshop Managers to share best practice across the business and consistently meet the company's obligations to its employees, its customers, the business and the environment.

MEASURING SUCCESS

The required outputs from the project were wide-ranging and included measures relating to management of the depot (property, plant and equipment, health and safety, transport etc), the people (recruitment, skills development, performance etc), the processes (stock, purchasing, sales etc), depot operational performance and profitability.

THE TFA APPROACH

TFA worked with multi-disciplinary subject matter experts from across the Speedy Lifting business to agree the best practice standards, procedures and ways of working. This was then captured in a user-friendly format (branded the 'Red Directory') to be used by Branch and Workshop Managers. Designed as an easy to use guide to information, and as a signpost to sources of additional support and guidance, The Red Directory became the central point of reference for 'the way we do things at Speedy Lifting'.

ONGOING SUCCESS

As a result of the success of the Red Directory, TFA have subsequently undertaken a number of other initiatives within the Speedy Hire business, including:

- A further best practice guide for a different business area.
- Technical training courses (including competency assessment/sign-off) for the test, inspection and repair of various hire equipment products.
- Design and delivery of training courses for Hire Controllers including Telephone Skills, Customer Service, and Add-on Sales.
- Design of Coaching and Activity Cards to underpin induction and workplace development of people in operational rolls within the business.



It has been a pleasure to work with a third party who has shown such enthusiasm... I know how impressed the Speedy Lifting Board are with the content, clarity, easy to read and comprehensive information. You clearly have an excellent understanding of the Speedy Group and Speedy Lifting.

What you guys do better than anyone else, is create practical tools that really do make a difference.