

01.

THE OPPORTUNITY

Puzzle Partners (Puzzle) was engaged to undertake a storage audit and paper reduction program to enable this financial services giant to transition to Activity Based Working (ABW).

The new way of working promised a variety of different spaces and settings where people could choose to work depending on the tasks they were performing, unallocated desks and the replacement of under-desk pedestals with personal lockers. A vision achievable only with paper-lite practices.

For a team of 800, the initial audit revealed 3.25 lineal metres per person. Or 2,600 lineal metres of storage in total. That's 2.6 kilometres of boxes and paper. Or roughly 2.5 times the length of the harbour bridge. Or 5 laps around the perimeter of the MCG. It's a lot.

Client files, expense forms, contracts, marketing collateral, stationery, all added to the office clutter. It needed to be recycled, archived, or securely disposed. New paper-usage habits had to be instilled and processes digitised, for ABW to succeed.

02.

OUR APPROACH

Puzzle, along with the client, implemented a ten-step plan to tackle the 'hoarding':

- Define the challenge | established baseline information
- Set measurable goals | set clear, incremental goals for paper reduction, by team
- Promote the goals | engaged employees in solutions, helped create a 'think before you print' mentality
- Tap into the competitive spirit | with leader boards tracking team performance
- Pluck 'low hanging fruit' | ship archive boxes off-site, facilitate clean-up days to reduce 'dormant' paper, remove personal items, and centralise stationery stock
- Support process digitisation | to transfer documents online
- Maintain momentum | monthly audits to track and report on performance
- Recommend storage solutions | for individuals and teams, and communicate future storage capacity
- Prepare people for new ways of working | establish a clean desk policy, replace under-desk pedestals with small storage tubs (the size of the new lockers) and put the tubs in a central location, approximating the impending locker banks
- Establish a discipline of continuous improvement | measure and report progress, engage staff, refine activity, and reset targets as progress was made

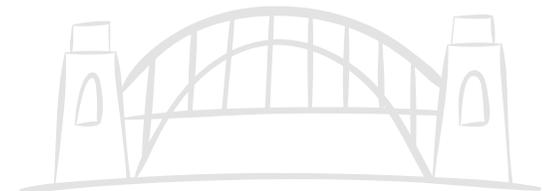
03. THE RESULTS

With Puzzle's support, nine months later this same team had just 540 lineal metres, or less than 0.7 lineal metres per person (reduced from 3.25 lineal metres per person).

This 78% reduction meant that the client achieved the best practice standard for a large financial services organisation.

The program kicked off in Melbourne and became the national standard for paper reduction initiatives across offices in Sydney, Brisbane and Canberra, all of which were led by Puzzle.

Paper initially spanned more than 2.5 times the Harbour Bridge – measured 2.6 kilometres - and in 9 months was reduced to a little more than 500 lineal metres.





This was just one of our 1000+ workplace adventures. We'd love to help you with your next adventure!

contact us

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