



PRESS RELEASE
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Acando celebrates new gains within Lean

The demand for services within Lean continues to increase. In the last quarter, Acando has signed ten new agreements for Lean projects with customers in the service industry.

Amongst the completed Lean assignments within the service industry, we see business improvements through the reduction of unnecessary demand as one example. Thereby customer service can be improved at the same time as the workload decreases. Turnaround times and case queues have also decreased significantly. A general effect is that the employee satisfaction increases and stress decreases when a business introduces Lean.

Lean is an improvement philosophy with the purpose of engaging employees in continuous improvement and development of the business in small controllable steps, where the employees' everyday improvement effort never stops.

One of Acando's customers which has already registered the positive effects through introducing Lean in the business is Tieto.

"It is important that everyone within Tieto strives to work in a simple and efficient way in our deliveries to our clients. We focus on client value, communicative leadership, increased co-worker commitment and the elimination of waste in our processes and delivery workflows. An organisation's progress is based on committed co-workers and structured ways of working with continuous improvement as well as a long-term thinking. This is supported in the lean methodology, in Acando's pedagogics and their structured implementation of Lean", says Mikael Jupiter, Vice President ITOMS, Tieto Sweden.

"We put our focus on using Lean in service businesses early on. Few approaches can measure up to Lean when it comes to releasing the potential of a business, which we see proof of with Tieto", says Niklas Ansgariusson, responsible for Acando's Lean offering.

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Acando

Acando is a consultancy company that in partnership with its clients identifies and implements sustainable business improvements through information enabled by technology. Acando provides a balance of high business value, short project times and low total cost. Acando's annual turnover exceeds EUR 135 million and the Group employs approximately 1,100 professionals in six European countries. Acando is listed at NASDAQ OMX Nordic. Acando's corporate culture is based on three core values: Team spirit, Passion and Results. www.acando.com

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