



# Lean Tracker

## User Guide

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# Document Control

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## Approvals

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# 1. Purpose of this guide

This guide details how and where to capture and record your Lean projects and any associated benefits.

The *Lean Tracker* is a one-stop-shop with the aim of improving the visibility of Lean projects and Lean activity across National Highways and our supply chain; facilitating knowledge share with a self-service option for users to navigate through published Lean case studies and access the information when and where available.

We welcome feedback and suggestions on how we can improve the Lean Tracker, please drop us a line at [LeanTracker@nationalhighways.co.uk](mailto:LeanTracker@nationalhighways.co.uk).





## 2. Benefits of Knowledge Transfer

The National Highways Lean Tracker cultivates our knowledge sharing culture and relies on the contribution of Lean projects from across the business and supply chain.

Through knowledge transfer, using the Lean Tracker, adoption of best practice can be streamlined, ensuring you have the information needed to implement performance driven improvements.

The Lean Tracker aims to bring awareness and improve the circulation and adoption of innovative ideas, processes and Lean tool/methodology deployment.





### 3. Lean Tracker Service Offerings

Database of  
published Lean  
case studies



Lean project  
entries managed  
and linked to  
organisations



Business  
Insights  
Dashboard



Collaborative  
Lean Events  
Calendar



Subscription  
service to  
updated/new  
published Lean  
projects





## 4. Lean Tracker Summary on a page

An accessible database of Lean Case Studies from across National Highways and our supply chain.

### Lean Projects



Lean Tracker Database

Published Lean Project Case Studies



Manage Projects

Access your business Lean Project portfolio



Add Lean Project

Create your own Lean Project portfolio

### Business Insights



Power BI

Power BI dashboards – sharing detail on Lean efficiency contributions and the embedment of Lean

### Events



Calendar

View upcoming Lean Events / Training opportunities



My Registered Events

Upcoming events you have registered an interest in



Manage Events

Create Lean Events you wish to publicise with the wider Lean community

[Supply Chain  
Registration Form](#)



## 5. National Highways Lean Tracker Useful Links

Link description	Link
Lean Tracker	<a href="https://leantrackerportal.powerappsportals.com/">https://leantrackerportal.powerappsportals.com/</a>
Lean Tracker Lean Projects Library	<a href="#">Lean Tracker Knowledge Database</a>
Lean Tracker Supply Chain Registration Form	<a href="#">Lean Tracker Registration Form</a>
Lean Tracker Administrator Support (for all general queries and support)	<a href="mailto:LeanTracker@nationalhighways.co.uk">LeanTracker@nationalhighways.co.uk</a>
Lean Tracker Q&A document	<a href="#">Lean Tracker Q&amp;A document v1.1</a>

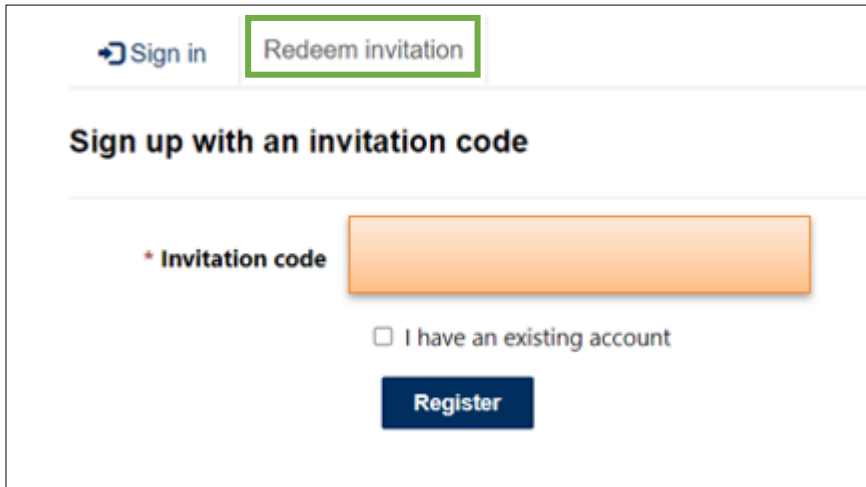


## 6. National Highways Supply Chain Onboarding

**Step 1: Register for an account:** [Lean Tracker User Registration Form](#)

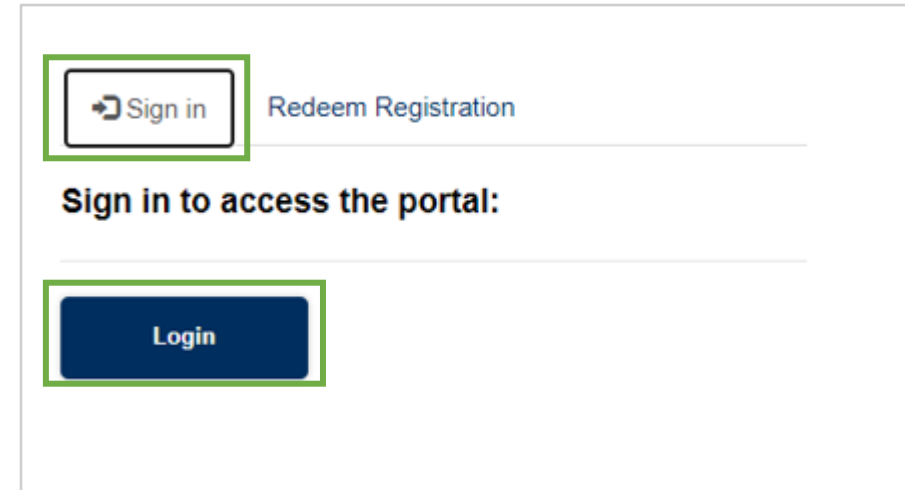
### Step 2:

On “[Redeem invitation](#)” page enter your invitation code and click the “Register” button



### Step 3:

On “[Sign in](#)” page click the “Login” button



**Note: We will provide an invitation code to be redeemed when your account is set up. Please allow 3 working days as we may need to do additional checks. Once code redeemed for future visits to the site click “Login” on Sign in page.**

## 7. Site Navigation

[Home](#)[Feedback](#)[Username](#)

### Navigation Pane



Welcome to the Lean Tracker Portal



Lean Tracker Database
Add Project
Manage Projects
My Subscriptions
Business Insights
Events ▾



Access published projects



Access the Project Form to add your Lean Projects



Location to view/manage projects you/your colleagues have added



Specify the published projects you want to see, as they get published



Power Bi report (company specific) & National Highways "Lean" overview



Location to view / add / manage events in the Event Calendar



## 8. Lean Project Form

1. To submit a new project on the Lean Tracker, select “Add Project” from the navigation pane. The screen will update and take you to the “General” tab of the project form.
2. You will not be able to save the project entry unless all mandatory fields highlighted with an asterisk \* and in red font are complete.
3. Click “Save and next” at the bottom of the project form page to save your project entry. Once you have clicked “Save and next” you can exit the project form by clicking the “Home” at the top right-hand of the page or navigating to another area of the Lean Tracker portal. Please note that you must click “Save and next” at the bottom of the page you have updated on the project form to save your entry, otherwise any updates you have made will be lost and are not retrievable.
4. From the navigation pane click on “Manage Projects” to view all saved project entries.
5. On the General tab of the project form there is a search function on the “National Efficiency Register ID” field to pull through and populate fields from the National Highways Digital Efficiency Register. Once the project is linked to the entry on the Digital Efficiency Register, it will continue to mirror the information, reflecting the corresponding information such as the Net Efficiency Value and efficiency status. Only efficiency entries marked as Lean enabled or with a Lean driver on the Digital Efficiency Register can be pulled through onto the Lean Tracker.
6. Complete the “Generic email address to contact for more information” field on the “General” tab if you wish to be contacted about your Lean project entry. For GDPR this needs to be a generic email (not specific to an individual).
7. The “Project Summary” & “Project Benefits” tab of the project form should be completed when the project is complete, information recorded in these fields helps to populate the PBI dashboard, accessible on the “Business Insights” tab.

## 9. Aide memoir for adding Lean Project entries

1. When adding a Lean project imagine that the people reading your entry are complete beginners, avoid jargon where possible. Write the explanation in full the first time you use an acronym or abbreviation and use the abbreviated form from then on.
2. You may need to give detail on the high-level process and the steps in the process for context to explain the reasons for your Lean project and the problems encountered and identified.
3. Mandatory fields are highlighted with an asterisk \* and in red font.
4. Record all the companies involved in the Lean project in “Stakeholders involved in project” field.
5. Use the DMAICT (Define, Measure, Analyse, Improve, Control, Transfer) fields to help structure and present the project logically to readers.
6. Make the content easy to read and adjusting the tone of your writing accordingly to help convey the information across to the readers.
7. Provide context and examples to demonstrate how the project relates to National Highways / industry, selecting relevant process to aide filtering.
8. Add imagery/pictures to add visual context, where appropriate. Please remember to add a description of the image for user accessibility.
9. When you have finished editing the project entry you have two project status options you can select:
  - “Project Complete” - For Lean projects you feel has no knowledge share value but evidences Lean activity.
  - “Ready to be published” – For Lean projects you want to make public.



# 10. Aide memoir for naming your Lean Project

- 1. Avoid special characters such as ~! @ # \$ % ^ & \* ( ) ` ; < > ? , [ ] { } ‘ “.
- 2. Abbreviations and acronyms should be avoided unless universally used / known.
- 3. Avoid numerals unless a Lean tool activity or location specific to the Strategic Road Network.
- 4. Use of underscores / PINs should be avoided.
- 5. Make it simple and descriptive to help people to understand what the Lean project is.

Activity



Location



Type of Improvement
Process Improvement
Operational Improvement
Capability Improvement
Innovative Improvement

Example:

- Acidic Gel Etching Concrete Structures Innovative Improvement
- Collaborative Planning M2 Junction 5 Operational Improvement

## 11. Submitting, Managing & Publishing Lean Project entries

1. On the “Manage Project” page click the drop-down arrow on the right of any project to update / pause / delete a project.
2. Account users can update a project status to Draft, Project Paused, Delete, Project Complete & Ready to be Published.
3. A project status can be changed back to “Draft” except where a project has been deleted. Please contact the Lean Tracker administrative team if you delete a project in error.
4. A project with a "Completed project" status will not get published publicly to the Lean Tracker database but can be used to evidence internal Lean projects for Lean maturity.
5. Projects saved as “Ready to be published” status will go to the National Highways Lean Tracker administrative team for a quick data check to ensure GDPR is not compromised.
6. Where an issue is identified on a project submitted with a “Ready to be published” status, the status of the project will be updated to “Project rejected” and electronic correspondence will be issued to the user who submitted the project with detail on the reason, so appropriate changes can be made.
7. Only “Published” projects are publicly visible in the “Lean Tracker Knowledge Database”



## 12. Business Continuity

- The Lean Tracker has been built using Microsoft 365 Power Platform and should provide a stable service. Any service failure is likely to stem from a wider Microsoft issue and would result in account users not being able to submit new projects, or for the Lean team to review project submissions. It is expected, in this unlikely event, that Microsoft would resolve any issues quickly.
- If the outage were prolonged, the Lean team would need account users to revert to the [Offline KTP form](#) for project entries until the service is returned. Communication would be issued to this effect.
- If National Highways were to experience a connection issue with the Virtual Private Network (VPN), this would be a local IT issue. However, as the Lean Tracker is supported by Microsoft 365, users can still access the Lean Tracker from computers or mobile devices that are not connected to the National Highways VPN if needed.
- For localised VPN issues no data would be lost. Account users would still be able to submit projects and the data would be in the system when any / all connection issues were resolved.

## 13. Terms and Conditions of use

1. Basic user accounts give remote access only to the National Highways Lean Tracker IT systems that National Highways has determined is necessary for you to fulfil your role for the company you are currently employed with, on that company's IT equipment.
2. You must not share your access with anybody else, or knowingly allow it to be shared, without the express written permission of the National Highways cyber security team, and then only under any limitations they impose.
3. If you no longer need your account, you must notify the National Highways Lean Tracker administrative team so that your account can be closed. Your account cannot be transferred to anyone else.
4. If you change companies and still need remote access to the National Highways Lean Tracker, you must notify the National Highways Lean Tracker administrative team who will arrange access to the systems you need and have your previous access removed. If you continue to access your previous employer's information, both you and your new employer may be legally liable.
5. **Any breach of the above clauses will result in your access being suspended. Depending on the severity of the breach, National Highways may contact your company's HR or the Police for further action. Repeated breaches in a company will be referred to the National Highways Board who may order the suspension of your entire company's remote access.**

National Highways Lean Tracker administrative team: [LeanTracker@nationalhighways.co.uk](mailto:LeanTracker@nationalhighways.co.uk)



## 14. Frequently used acronyms and abbreviations:

ALR	All lane running
AD	Asset Delivery
BIM	Business Improvement Manager
CI	Continuous Improvement
CIP	Complex Infrastructure Programme
CP	Collaborative Planning
DfT	Department for Transport
DMRB	Design Manual for Roads and Bridges
KPI	Key performance indicator

NH	National Highways
ORR	Office of Rail and Road
RDP	Regional Delivery Partnerships
RIS1	First Road Investment Strategy (2015-2020)
RIS2	Second Road Investment Strategy (2020-2025)
RIS3	Third Road Investment Strategy (2025-2030)
SRN	Strategic road network
TM	Traffic Management
VPM	Visual Performance Management



