

PROJECT

Embedding systems thinking into service transformation

PRACTITIONER

Benjamin Taylor, RedQuadrant

APPROX. DATE

2015–2023

SITUATION AND CONTEXT

Public services often adopt Lean or Agile without understanding the systemic consequences.

SYSTEM OF INTEREST

Service change efforts in local government, health, and wider public sector, working through Regional Transformation Academies.

APPROACH TAKEN

Combined Lean, Agile, and systemic inquiry to build adaptive, learning-based transformation programmes.

MODELS AND INSIGHTS DEVELOPED

- Shared key conceptual models around joining-up across and within place-based organisations
- Systems Laws used to frame transformation pitfalls
- Iceberg model used to look beyond events and processes

KEY INTERVENTIONS UNDERTAKEN

- Training teams in Lean and systems thinking together
- Designing change roadmaps with feedback loops

RESULTS

- Reduced reliance on linear change programmes
- Greater responsiveness and sustainability in reform efforts

AFTERTHOUGHTS

True transformation blends method with mindset.

CONCLUSION

Embedding systems thinking supports more effective, adaptive public service reform.