

The Business Improvement Leaders have a programme of revisits to all the local offices to support the ongoing performance improvement, to ensure that new colleagues understand the method and to help managers focus on what makes the work work.

The biggest challenge in this second year (2009/2010) is to maintain the success and secure further performance improvements. We need to consolidate the implementation of systems thinking at the front line. We need to quickly help our partners and our other corporate teams to understand and apply systems thinking. This will enable us to enhance our customers' whole end-to-end experience of our service.

About the author



Graeme Hamilton is a Service Development Manager with Glasgow Housing Association. He has worked in the public housing sector in Glasgow for 24 years. He often engages directly with tenants on the issues that concern them most: applying for and sustaining a tenancy, being able to afford and pay their rent, and resolving concerns with anti-social neighbours.

Graeme has also been an internal Organisational Development adviser and consultant, supporting staff to help their customers in a better way. Graeme has an MSc in Human Resource Management from Glasgow Caledonian University. Along with colleagues, he facilitates the application of systems thinking throughout the Glasgow Housing Association.

Glasgow Housing Association, Granite House, 177 Trongate, Glasgow G1 5HF

Tel: 0141 274 6371

Email: Graeme.hamilton@gha.org.uk

www.gha.org.uk