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**Black Country** Constructing Excellence Club

## Gary Codling

Gary Codling is the Service Excellence Manager for VINCI Facilities in the UK. He is responsible for the governance of the organisation's Lean Management Framework and for embedding a culture of continuous improvement within the VINCI team.

Gary started his career in the Hospitality Industry working, for a number of years, in general operational and sales roles before specialising in quality assurance and new product development.

He has worked some of the largest organisations in the facilities industry as well as for Small Medium Enterprises in both the public and private sectors.



Gary is a member of the British Quality Foundation, the British Institute of Facilities Management, the Institute of Asset Management and the Institute of Hospitality and talks passionately and publicly about Lean Enterprise, an adaptation of Lean/Six Sigma. He talks about how Lean Enterprise takes the best of academic Lean Manufacturing and turns it into the everyday good practice of engaging with the workforce, in every type of business, to help them make things easier, simpler and less involved. "It's about getting the team to focus on doing more of the things that really matter your customers and getting them done more efficiently", says Gary, "but that takes leadership and some tried and tested techniques to help people rethink what and how they do things".