

Involvement of Operating Staff

The critical role of process management workshops
in (digital) transformation initiatives

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First..... some questions about the involvement of staff in projects like

Service
Redesign

(Digital)
Transformation

Cust. Service
improvement

RPA
projects

Questions

Re: Service Redesign & Dig. Transformation

- 1: Are IT Staff involved ?
- 2: Is management involved ?
- 3: Is HR department involved ?
- 4: Are Operating staff involved ?

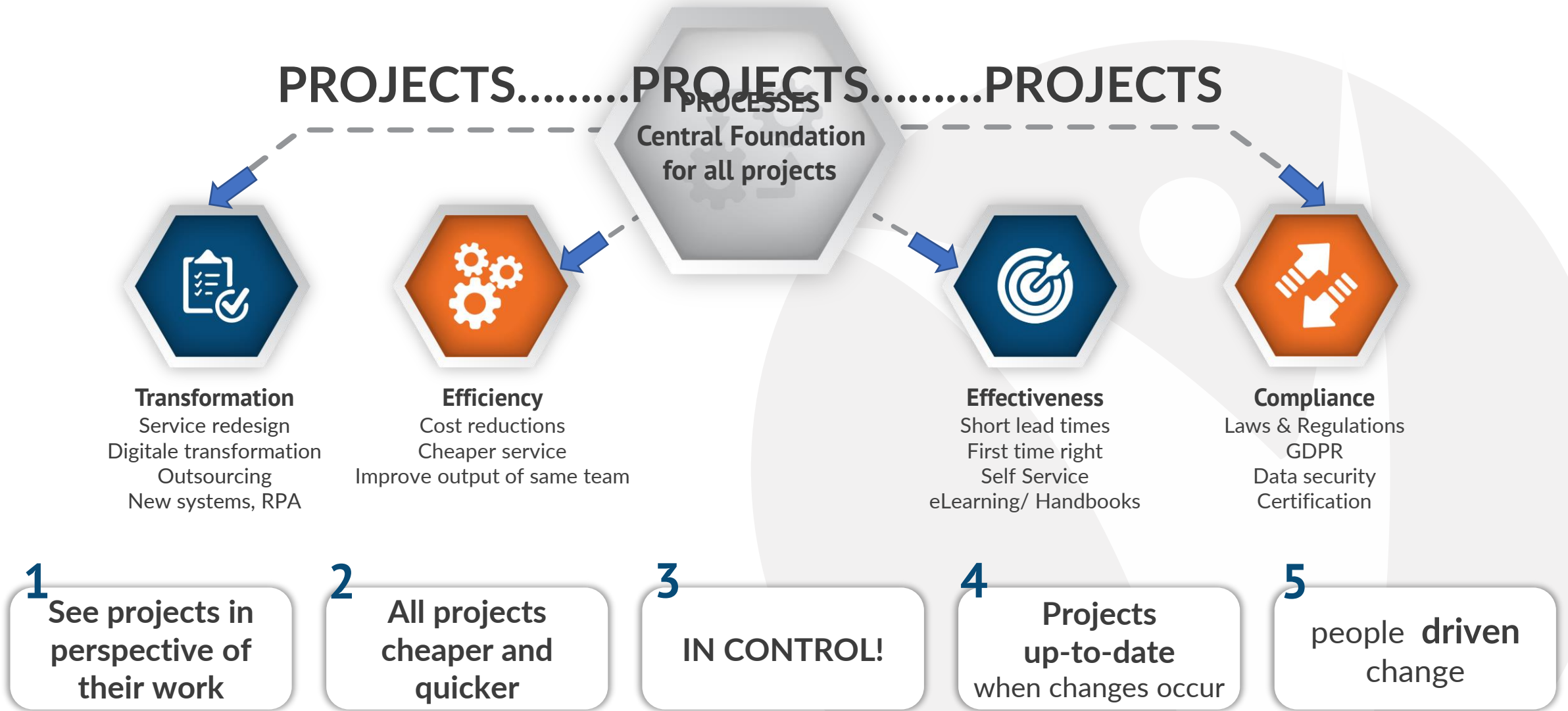
Lets focus in on **OPERATING STAFF**

Are they involved:

- 1: In the Design Phase?
- 2: In Testing?
- 3: In Implementation?
- 4: In the continuous improvement cycle?

How does **PROCESS MANAGEMENT** play a role?

THE INCREASING ROLE OF PROCESS MANAGEMENT



Key principles of Process Management

(Lean, OpEx, WCM, TOC, 6 Σ , Kaizen, etc.)



2. Customer Journey



3. Facts and Data



1. Team



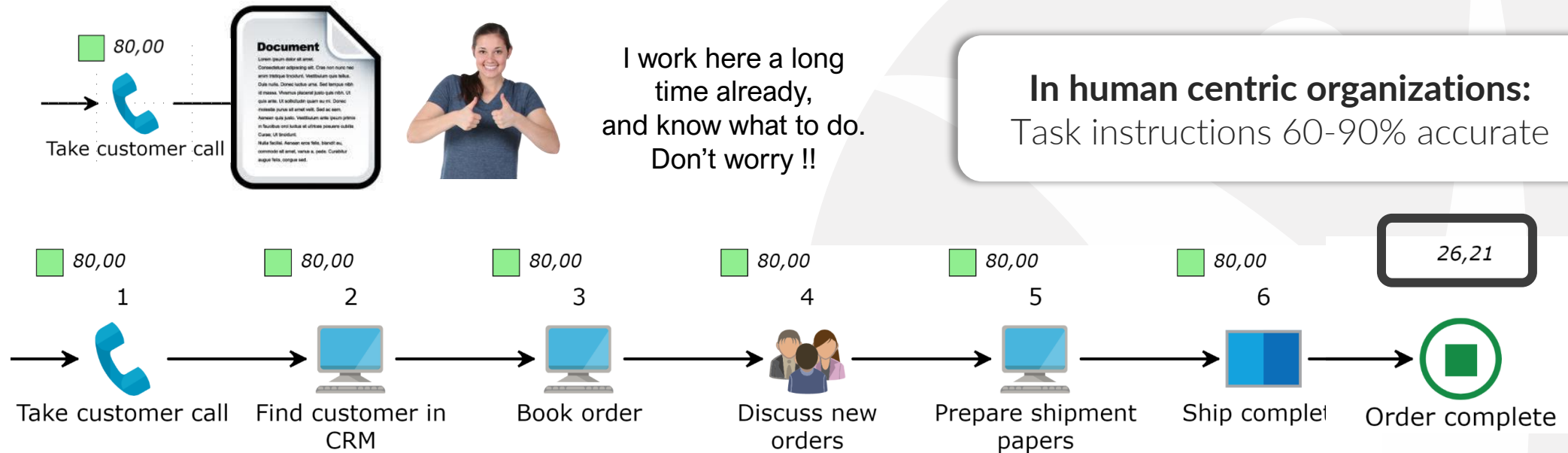
4. Improvements



5. Continuous Improvement

WHAT IS OUR PROCESS?

THE HIDDEN FACTORY



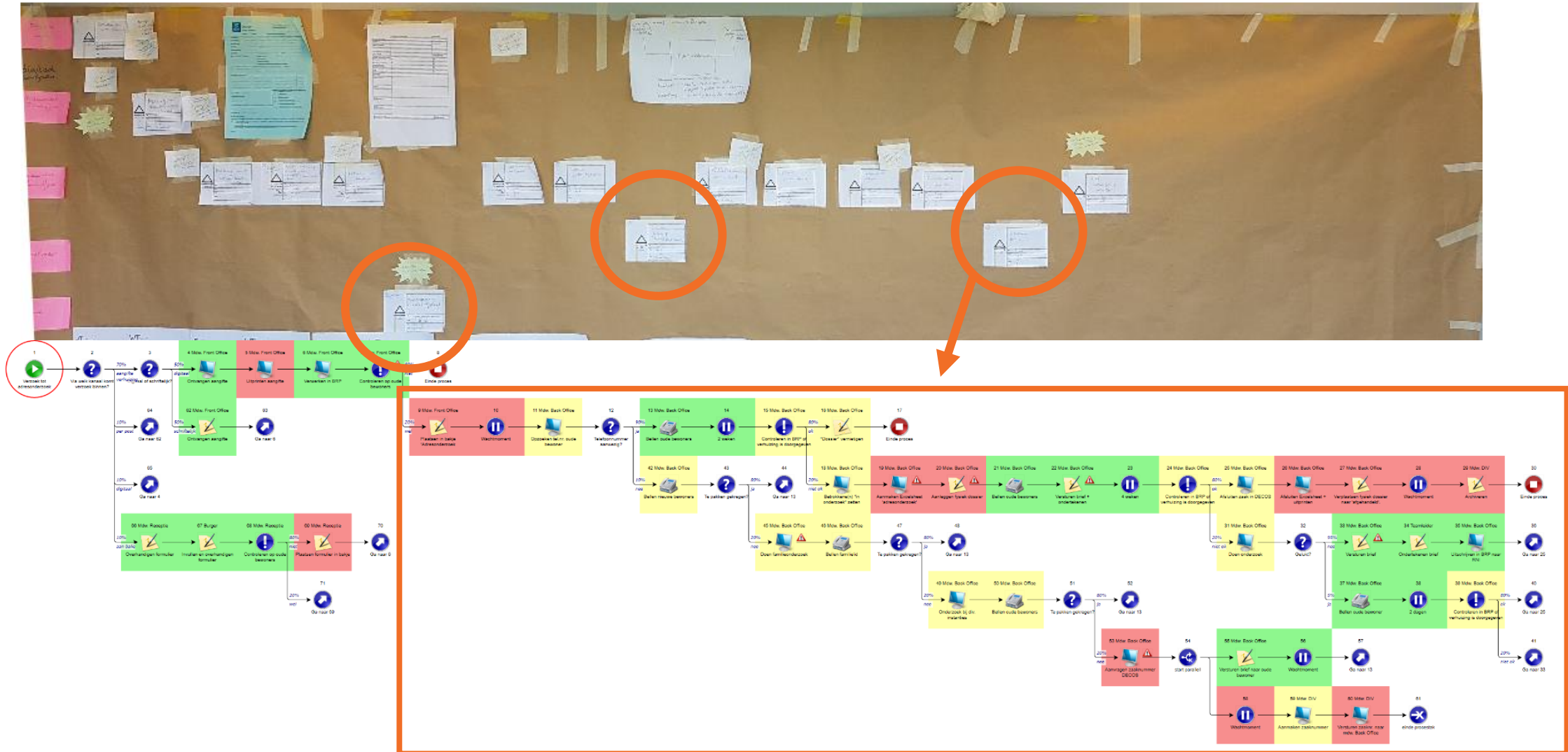
Sum of exceptions is often greater than the number in the happy flow

The Power of the Process Workshop

1. Invite all roles of the process to share their thoughts
2. Discussion in context of the overall process
3. They hear and encourage each other
4. Their ideas are better! Real and doable
5. They know the bottlenecks and root causes
6. Empowerment: Enthusiasm to go for their ideas
7. The basis for embedding continuous improvement

CRITICAL EXEPTIONS MUST BE KNOWN

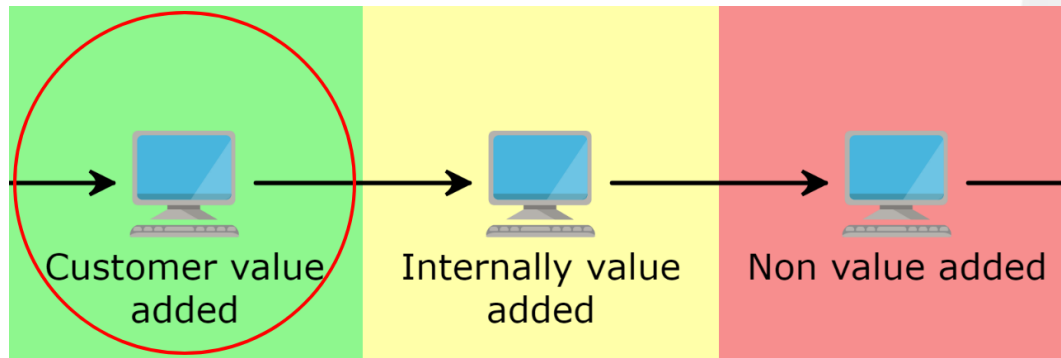
A large Dutch Council – Stichtse Vecht



FIRST IMPROVE, THEN AUTOMATE

City of Venlo

Team map current state
And scores steps for value added

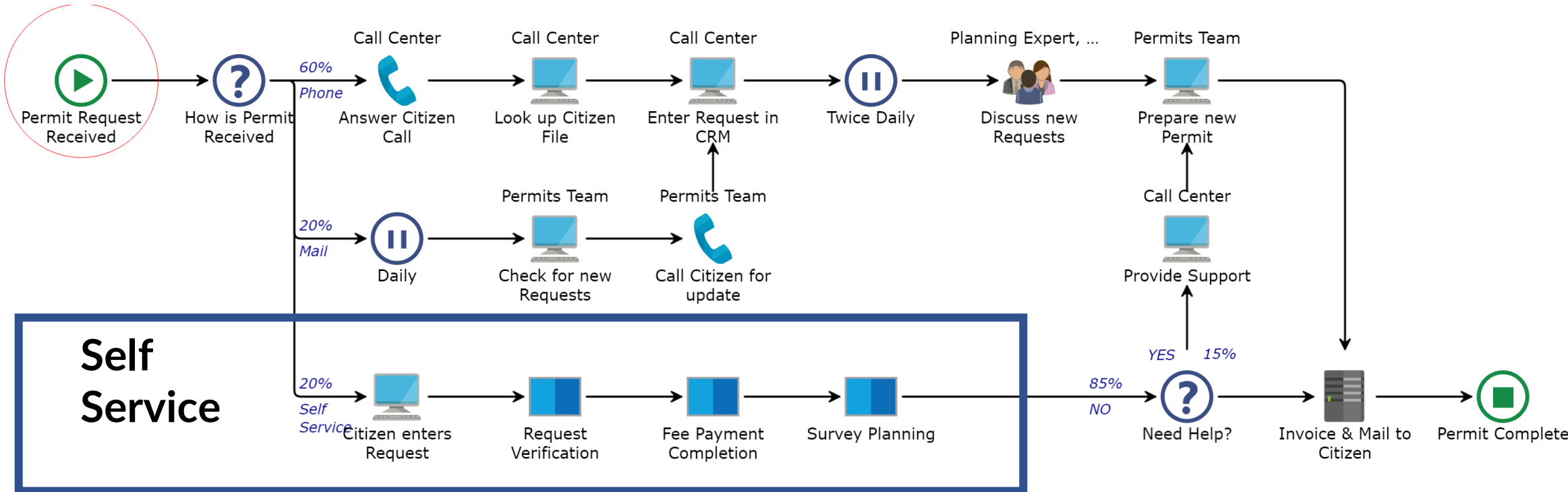


90% of steps outdated



EXAMPLE

TEAM INVOLVEMENT IN SELF-SERVICE SET UP



Team helped to design
Included in instruction manuals.

'Engage Process has been really helpful in driving a culture change. Working in a more agile way is quite new for services, but being able to get teams involved and making the processes so visual that we can see the impact that we'll be making now or in the future, makes such a big difference compared to systems we've used previously for process mapping.'

Clare Evans, Corporate Services Manager

"We would have a meeting with the service team to discuss how they're working now. Going through each step with them and using Engage Process to map it all out. Sometimes we'd go back so see if there's anything we had missed or to check if we have understood their process and way of working properly".

Lin Craven, Business Analyst

The advent of Engage Process at Cheltenham Borough Council was the touch paper of change. Having a tool that captures rich data that can be used for process modelling and re-engineering goes beyond the limitations of previously used process mapping.

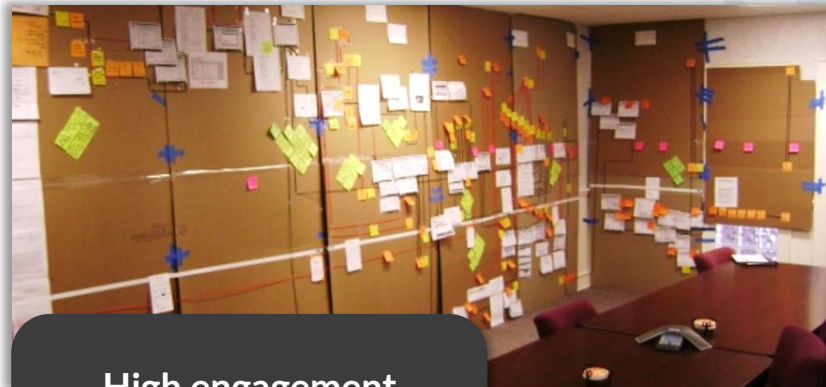
Sanjay Mistry, Programme Manager

"Engage Process provides an efficient and highly effective mapping tool, allowing full conversation and understanding of process maps and associated requirements. Members of design teams find the visual aspects of the platform very supportive and insightful throughout our journeys across corporate redesign projects".

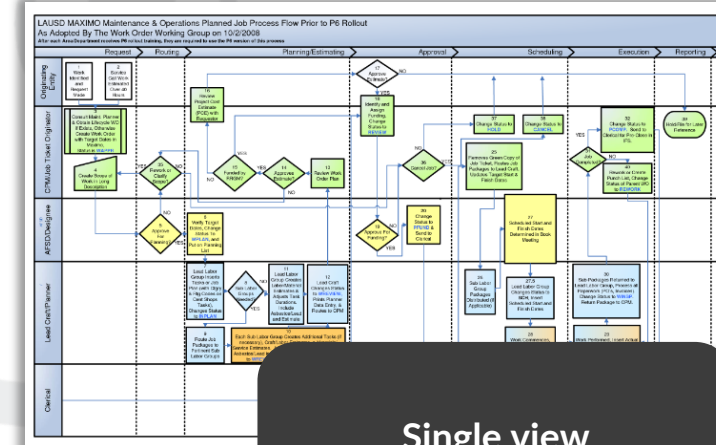


Gavin, Business Process Analyst

METHODS: HOW DO WE DISCUSS PROCESSES ?



High engagement
Limited depth in
discussion



Single view
difficult to understand



Outdated !
Inflexible, not-instant.
e-Learning?

Mission

To enable discussion & exploration of processes with operational staff.



ENGAGE PROCESS: Offices in NL and UK

60 UK Councils, 6 Housing Associations

The logo for Firmenich, featuring the company name in a blue serif font.

Global Operations
Team

The logo for Leeds Federated, featuring the text "Leeds Federated" in blue with a small icon of three people.

Change Programme



Housing Applications
Implementation

The logo for Edinburgh City Council, featuring the text "•EDINBURGH•" in purple and "THE CITY OF EDINBURGH COUNCIL" in smaller purple text below it.

Robotic Process
Automation

The logo for iKNL, featuring the letters "iKNL" in a blue sans-serif font.

Clinical Trials
Compliance

The logo for SKANSKA, featuring the company name in a blue sans-serif font.

HS2 Organisational
Efficiency



People Driven
Change

The logo for QUION, featuring the company name in a blue sans-serif font with a red swoosh above the 'I'.

Handbook, Lean



Service Redesign &
Cost Savings



Lean and Continuous
Improvement



Customer service
improvement &
redesign

The logo for mazars, featuring the company name in a blue sans-serif font.

Digital Transformation



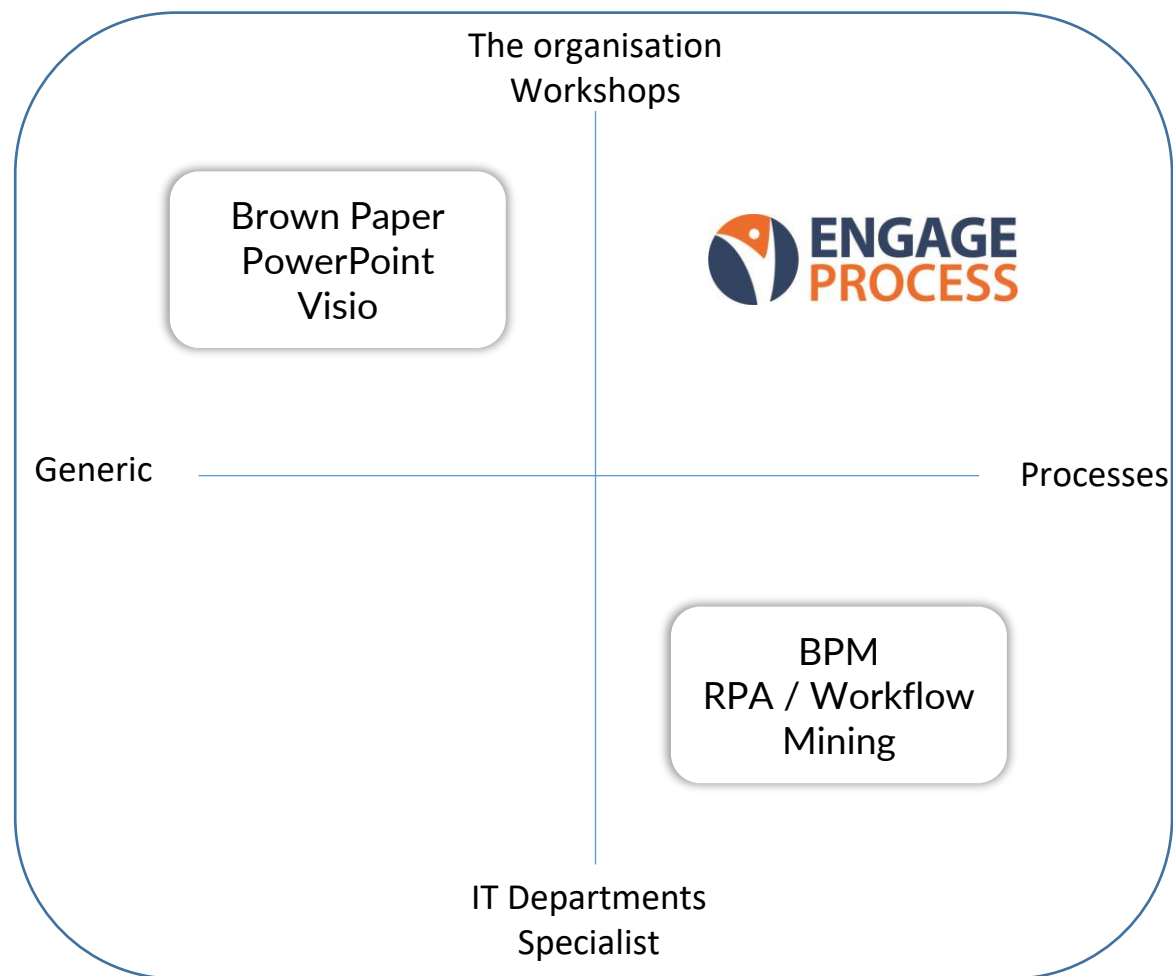
Financial Markets
Compliance

The logo for South Ayrshire Council, featuring the text "south AYRSHIRE COUNCIL" in blue.

Change Programme
& Continuous
Improvement



ASC redesign &
digital change



HOW?

See also: *Whitepaper: Tips & Tricks for the process workshop*



WHAT DO WE LEARN FROM SOCCER ? (SPORTS)

1. Get **whole team** together
2. Discuss the **goals** and **game** we play
3. **AS-IS** and **TO-BE**
4. Focus on **exceptions**
5. Continuous **improvement**
6. Same story in **handbook**

Design criteria for people involvement

Workshop
1 single screen

Intuitive icons

Automatic
Process design

Central database

Detail
Show/Hide®

Swim Lanes
SwitchView®

Calculate
Results &
Awareness

Value-Added
or not

Handbook
Instant &
everywhere

All detail in
Viewer
StepView®

Feedback
Continuous
improvement

SaaS
No installation /
technical
implementation

GARTNER: Process exploration and management platform

Modeler

Viewer

Teamboard

Brainstorm

Reports

Tables

Publisher

Approval

Feedback

Authorisation

Upload

ADDRESSING THEMES FROM PROCESS MANAGEMENT PLATFORM

Modular Configurations

PROCESS PLATFORM

SHORT DEMO

Seeing is believing

See **Engage Process** in detail

WELCOME at our stand

and/or contact:

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