

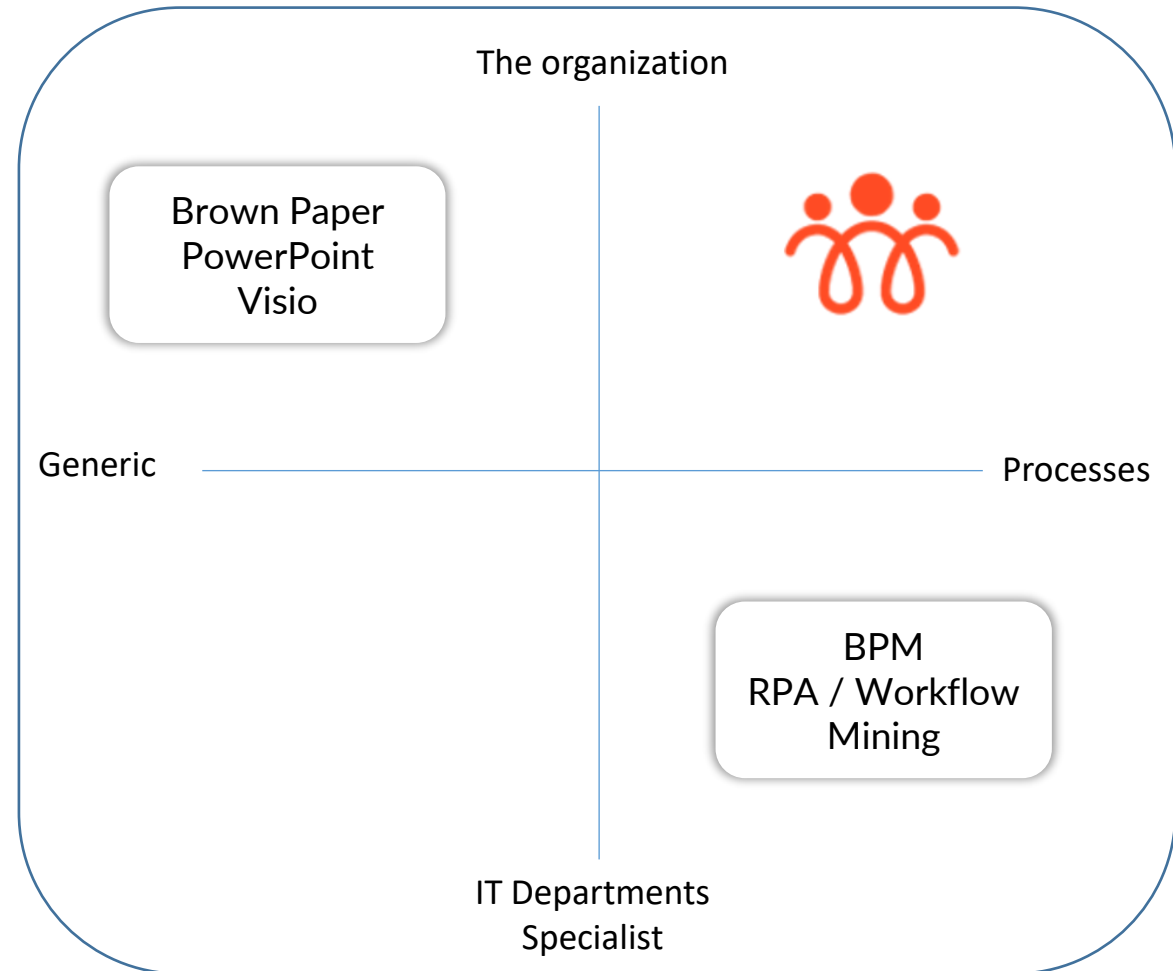
Exploring processes with your teams

Gosia Gosia Kolomanska -West Lothian Council
Dick Langeveld -Engage Process

MISSION

Involve operational staff
in discussing their work
and mapping processes.

To reach an “**in-control**”
situation.



350+ Customers world wide. Offices in UK and NL



Change
Programme



Housing
Applications
Implementation



RPA,
1000 processes in 2yr



South Tyneside Council

Identifying
efficiencies



HS2
Organisational
Efficiency



People Driven
Change



Process
Improvement



Service Redesign
& Cost Savings



Lean &
Continuous
Improvement



Customer service
improvement



Automation



Change
Programme



ASC redesign &
digital change

Organizations see increasing number of projects

EFFECTIVENESS

Reduce lead times
First time right
eLearning
/handbook
Outsourcing
Suppliers

EFFICIENCY

Cost reduction
Self Service
Cheaper products
Inflationary costs
Do more with team

COMPLIANCE

Risk management
Privacy, GDPR
Meta Data
Certifications
Financial Control

TRANSFORMATION

Automation/ Legacy
Self Service
Service Redesign
Single Access Point
Data management

- Goals conflicting?
- Central Control?
- Spread leadership?
- Extra budget?
- Impact on work?



How does it help me?

Whom do I report to?

Which priority?

Time spent?

Are we still servicing the customer?

Central role for process management



- 1** Projects **up-to-date** when changes happen
In-Control & Agile
- 2** **Essential details at the right moment**
Bottom-Up & Top-Down
- 3** **Impact Reports**
- 4** **Synergy** between projects
All projects **Faster & Cheaper**
- 5** Organisation keeps its **Focus** on primary services
Employees see issues **in perspective of work**
- 6** **People driven** change

MISSION: in line with key process management principles

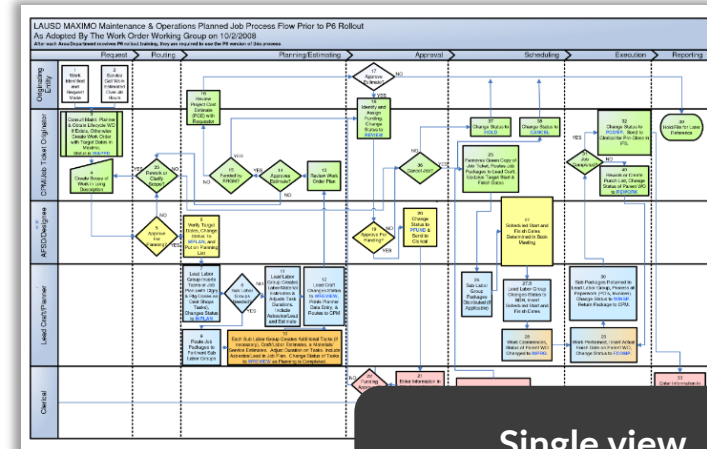
(Lean, OpEx, WCM, TOC, 6 Σ , Kaizen, etc.)



How do we discuss processes?



High engagement
BUT: limited depth in discussion



Single view
difficult to understand

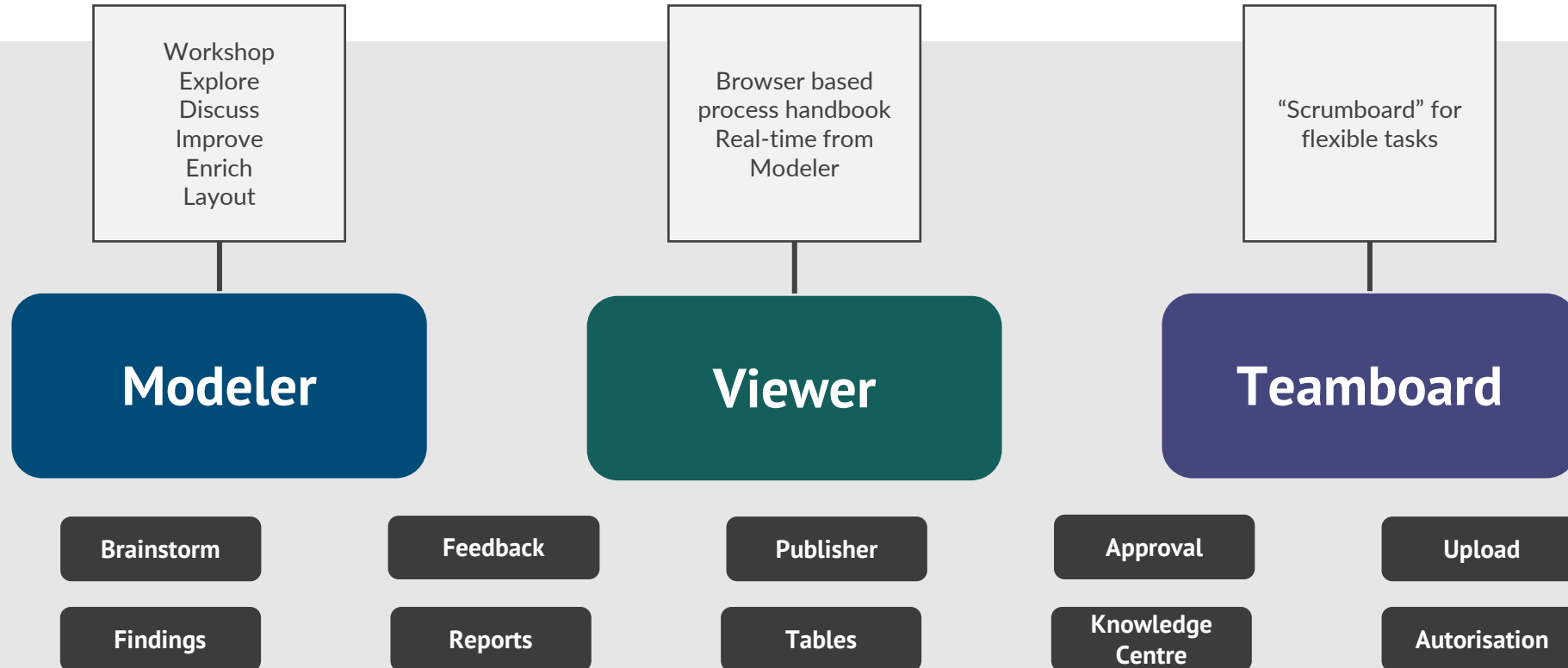


Not read.....
Task instructions instead
of process overview

Documentation

Discussion & exploration

Engage Process Platform



CONFIGURATIONS: Address **themes** from **in-control** platform  **Engage**Process

PROCESS PLATFORM

QUESTIONS?

