

Process Improvement for Service Transformation Success

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Engage Process



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MISSION

Involve operational staff in discussing their work and mapping processes.

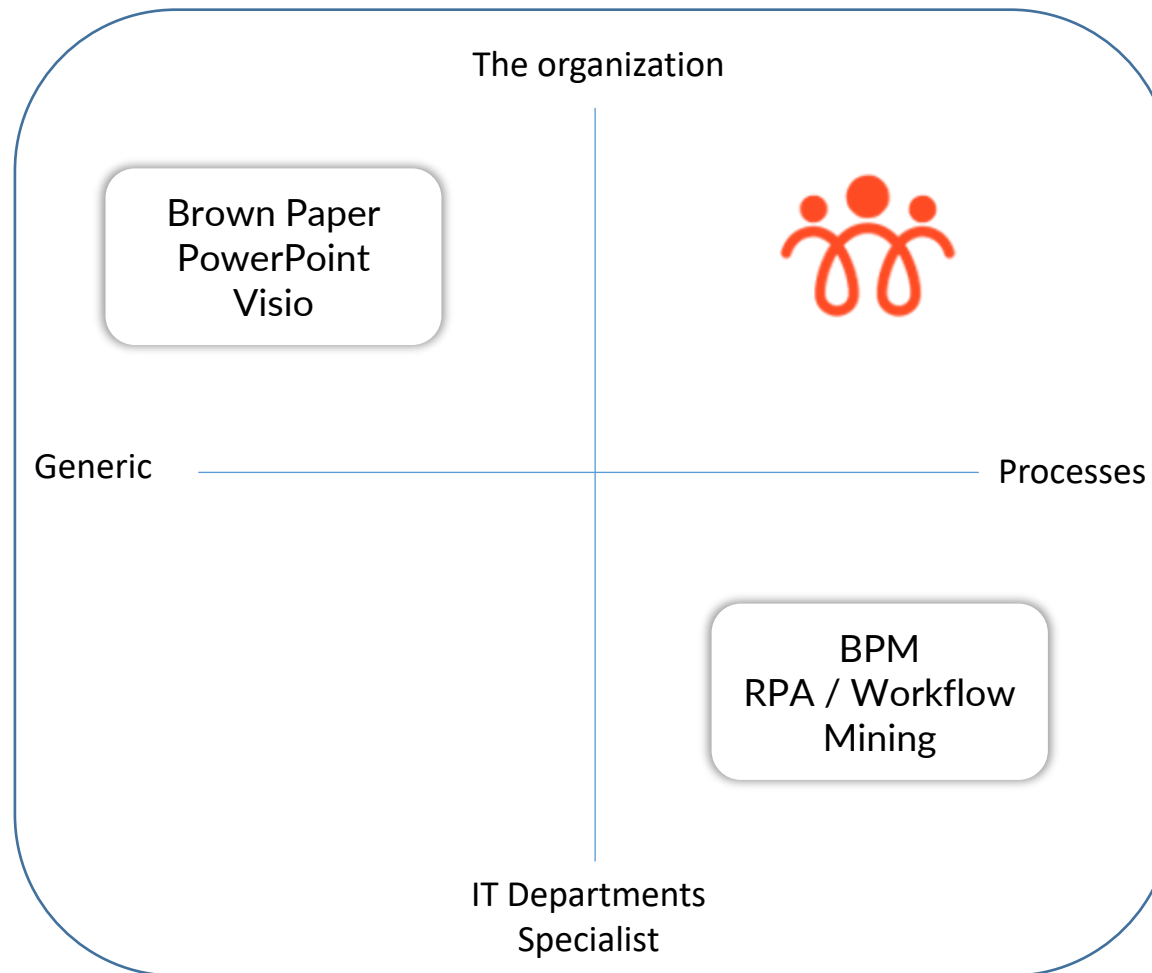
To reach an “in-control” situation.

Cost reduction programs, Digital Transformation, GDPR, Compliance/Certification, outsourcing, automation, etc.



Gartner: a process exploration tool

(not a BPM tool)



Offices in NL and UK, 70+ Councils in the UK.



Change Programme



Housing Applications Implementation



RPA,
1000 processes in 2yr



Identifying efficiencies



HS2
Organisational Efficiency



People Driven Change



Process Improvement



Service Redesign & Cost Savings



Lean & Continuous Improvement



Customer service improvement



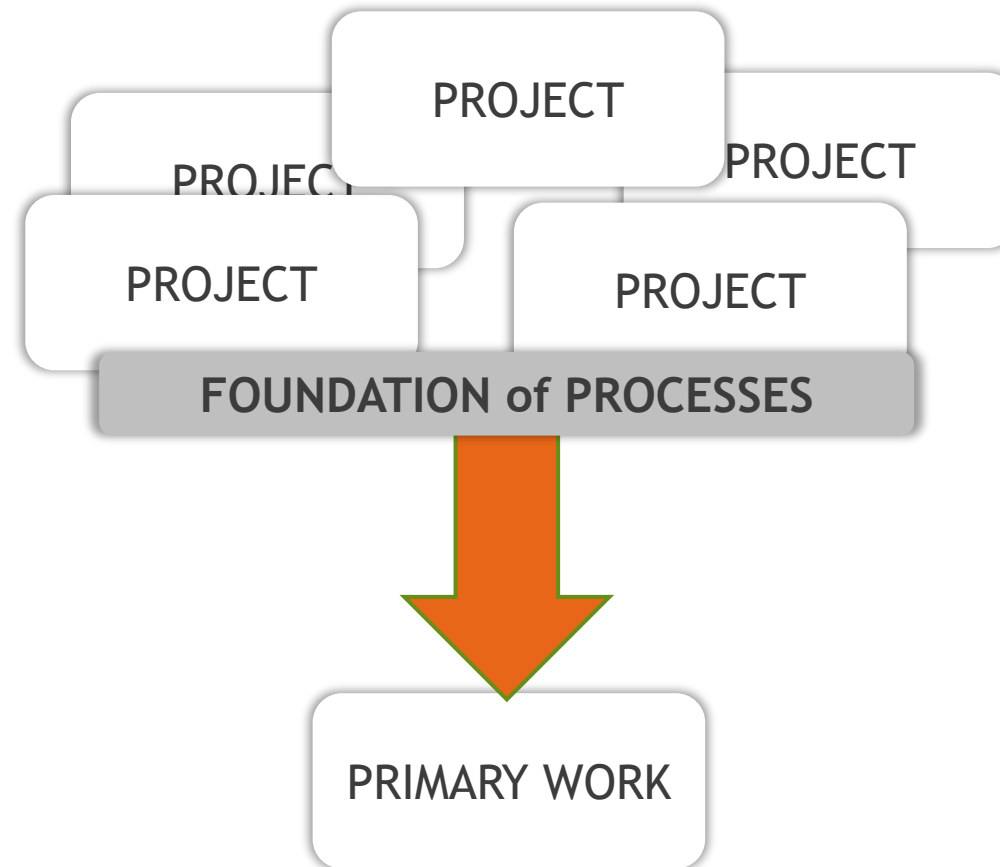
Automation



Change Programme



ASC redesign & digital change



Central role for process management

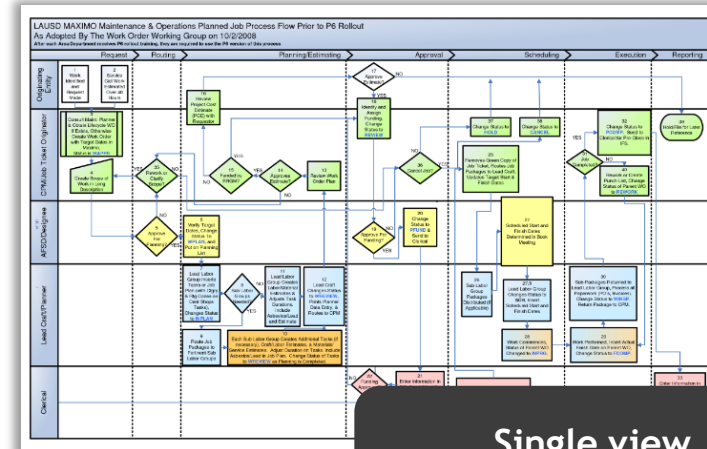


- 1 Projects **up-to-date** when changes happen
In-Control & Agile
- 2 **Essential details at the right moment**
Bottom-Up & Top-Down
- 3 **Impact Reports**
- 4 **Synergy** between projects
All projects **Faster & Cheaper**
- 5 Organisation keeps its **Focus** on primary services
Employees see issues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

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

Common service transformation goals

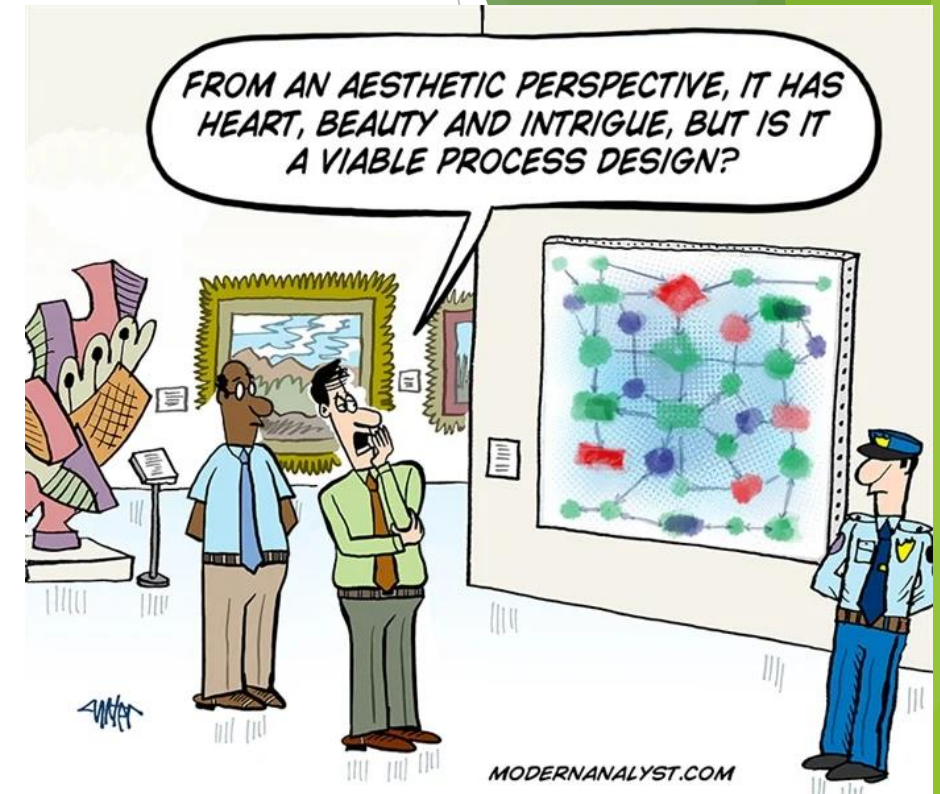
- ▶ Improve customer experience
- ▶ Improve customer satisfaction
- ▶ Meet legal requirements
- ▶ Do more with less
- ▶ Consistent actions from staff
- ▶ Increase automation
- ▶ Streamline systems or integrations
- ▶ Improve reporting

Why focus on process capture?

- ▶ Understand your position
- ▶ Articulate your goals

Process focus to deliver

- ▶ Consistent ways of working
- ▶ Framework for systems & data
- ▶ Strategic transformation



Common process challenges

- ▶ Not documented well - Gaps
- ▶ Out of date
- ▶ Not documented at all
- ▶ Human differences
- ▶ Risk areas
- ▶ Who or what does what at each stage
- ▶ Automation - help or hindrance?
- ▶ Ignored

What do we want from process improvement?

- ▶ Make the process work
- ▶ Make the process easier
- ▶ Reduce complaints/improve service
- ▶ Consistency of method
- ▶ Compliance
- ▶ Support for training
- ▶ Find savings
- ▶ Improve data management
- ▶ Include enforced change

Cup of tea?



Take your pick on process.....



When it's time for a cuppa, the average Brit leaves the bag in for 1 minute, dunks 3 times and adds a splash of milk. Tetley's tea blenders always boil fresh water and brew for 2-3 minutes before adding milk.

But your perfect brew? That's up to you...



How to drink it
Boil fresh water and pour
over the teabag.
Infuse for up to 3 minutes.
Enjoy.



Let the teabag gently infuse in freshly boiled water in your favourite cup for 3-4 minutes. We'll leave the milk and sugar up to you.

HOW TO MAKE THE PERFECT CUP OF TEA

THIS IS HOW WE DO IT: ALWAYS USE FRESH WATER. BOIL AND LEAVE TO COOL FOR A MINUTE BEFORE POURING OVER THE TEA BAG. ALLOW TO BREW FOR 1-3 MINUTES. THE REST IS UP TO YOU.

INGREDIENTS: ORGANICALLY GROWN GREEN TEA.



Let the teabag gently infuse in freshly boiled water in your favourite cup for 2-3 minutes. We'll leave the milk and sugar up to you.



We suggest brewing this tea for a maximum of 2 minutes, any longer and you may lose the delicate taste. Allow one teabag per person, boil the kettle and let it cool slightly before pouring.

Put the used teabag into your food waste bin. These

Our tea process

- ▶ Consistency challenges
- ▶ Multiple or single processes
- ▶ Assumes knowledge
- ▶ Identify how to support the process
- ▶ Continuous/iterative improvements





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Engage for NSDC

- ▶ Process capture
- ▶ Process improvement/streamlining
- ▶ Sharing processes for feedback
- ▶ System development
- ▶ Training
- ▶ Process approvals
- ▶ Data retention mapping
- ▶ Information Asset Register
- ▶ System/screen design
- ▶ Project Management module

