

Process Improvement:

Do your eyes glaze over when people ask you about your processes? All too often "process" really means "procedure" and it conjures up images of non-compliance, following detailed instructions and stifled creativity.

Do you:

- Know which activities in the ways you meet your customers' requirements really add value?
- Understand how other organisations have managed to free up to 25% of wasted resources from their previously inefficient processes?
- Understand why it takes so long to "get things done"?
- Struggle to cope with fluctuating demand, or peaks and troughs in workloads?
- Simply have too much work for the available resources?

Whether you talk about processes, "customer journeys", "care pathways" or simply "the way work gets done", Process Improvement might be able to help you answer these questions and deliver tangible improvements in your organisation.

Our Approach:

We use a process improvement approach based on the DMAIC cycle.

Define the improvement objectives, customer requirements and current process

Measure the process, both quantitatively and qualitatively

Analyse the information about the process to understand its performance and how far it is from meeting its objectives

Improve, by developing workable new process designs, plans for their implementation and actually implementing those new ways of working

Control and stabilise the new process, before celebrating success and learning for the future

We're equally happy working with other process methods, but we ALWAYS emphasise the importance of involving people and releasing their potential, in any improvement activities.

Our Services:

Many of our clients come to us knowing that they have a specific problem with a current process (*"it's taking us too long to recruit staff"*, or *"our billing process is too complex and prone to errors"*). We either work with them to facilitate fast-track improvement of their process, all the way through the DMAIC cycle; or we train and coach their people to do it themselves.

Some of our clients' quick-wins have been achieved through our Kaizen Blitz workshops: 3-5 day intensive improvement events that deliver implemented solutions through a high degree of management and staff involvement.

Where clients approach us with a less immediate requirement for improvement, we help them to identify, prioritise and plan for process improvement. Selecting suitable pilot processes, with top management support, is vital to the overall improvement strategy. We work with top-teams to get them enthused about the possibilities they can achieve through their people working on improvement projects.

Much of our work is supported and enabled by "*control*" process management software, provided by one of our technology alliances, Nimbus Partners. The software enables us to engage people in rapid capture of processes, carry out rigorous performance analysis and test a range of scenarios for improvement. It's also the ideal tool to help deploy processes across an organisation and ensure adoption of new ways of working.

What Our Clients Say:

"We reduced our cash collection cycle from over 70 days to under 30, simply by working on the process".

"We now know quantitatively how much people resource we need, and what skills they will require to meet our new service targets".

"By involving our partners in the Kaizen Blitz workshop they now have a better understanding of what we are trying to do and vice versa".

"We measured the process and discovered 80% of the delays our customers were experiencing were caused by a bottleneck in one department. We streamlined the process and 95% of all customer requests are now dealt with in 5 days or less".

"We would never have achieved the changes in processes and working practices without the high degree of involvement of our people that this approach encourages".