

# Key Process Review Summary



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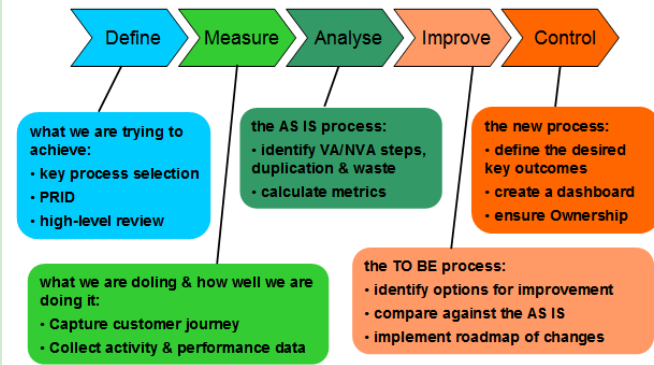
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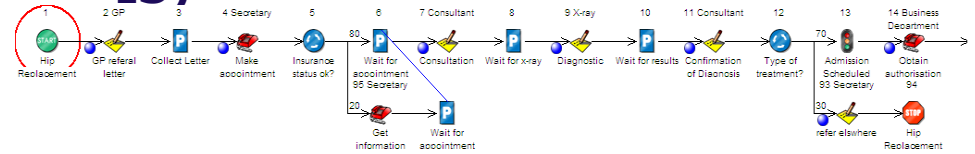
# Key Process review – 4 steps

## 1. Lean Methodology



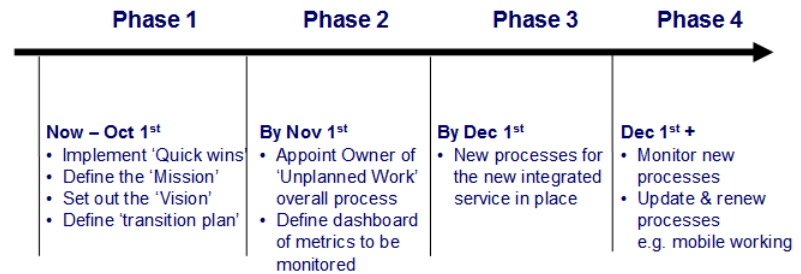
1. Use key process review methodology – Lean six sigma
2. Utilise visualisation tool for (AS IS) process capture in group workshops
3. Build the (TO BE) solution and roadmap of required actions
4. Sustain the changes with Ownership and by utilising visual management tools

## 2. Capture the process visually (AS IS)

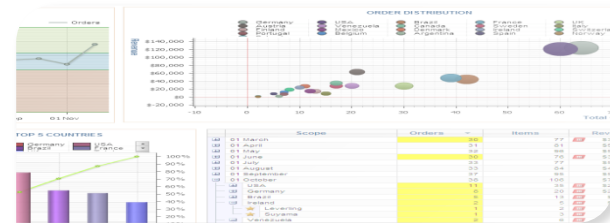


## 3. Create TO BE roadmap

### Summary Roadmap Actions – Example



## 4. Implement changes and obtain results



# Lean Six Sigma Methodology



**what we are trying to achieve:**

- key process selection
- PRID
- high-level review

**what we are doing & how well we are doing it:**

- Capture customer journey
- Collect activity & performance data

**the AS IS process:**

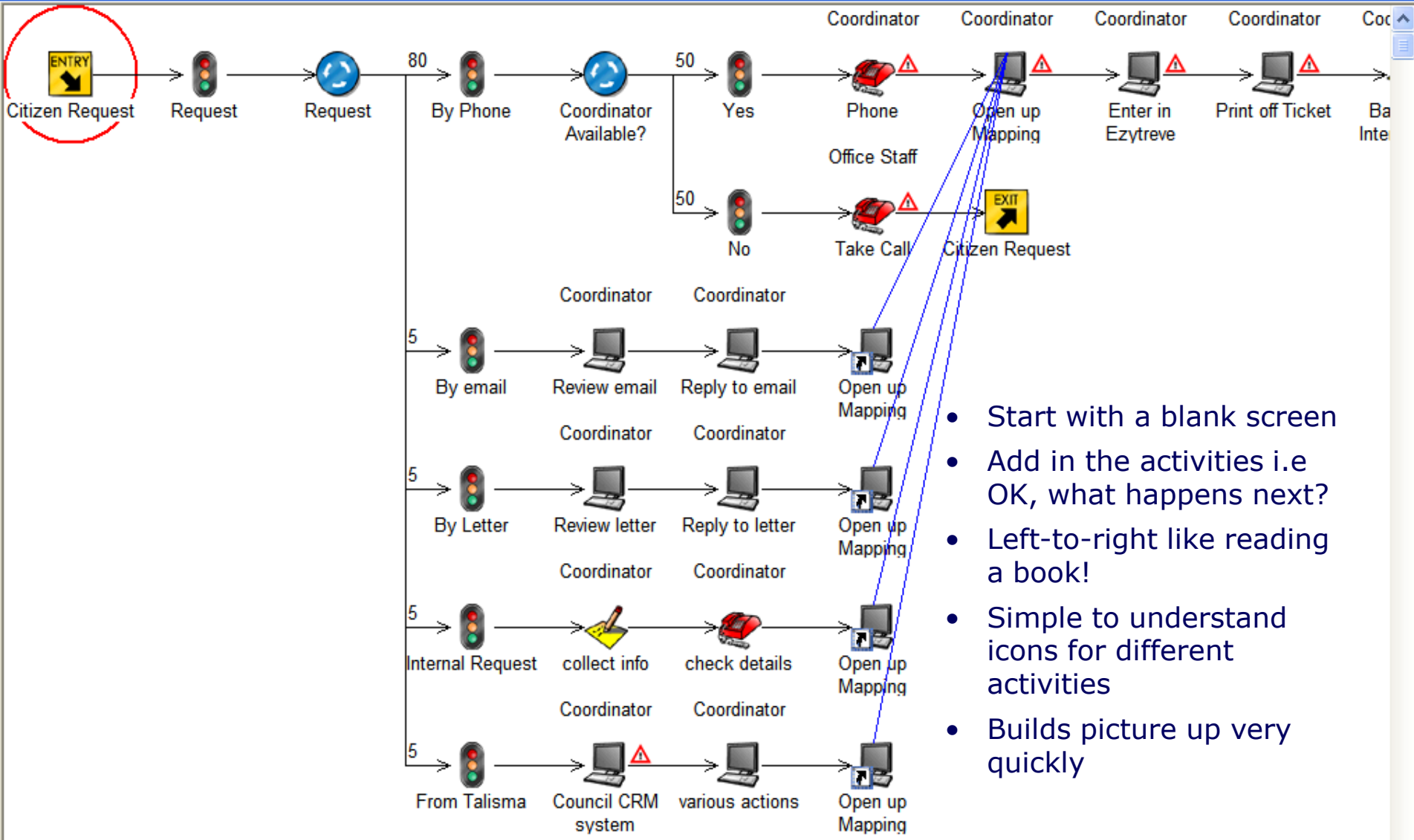
- identify VA/NVA steps, duplication & waste
- calculate metrics

**the new process:**

- define the desired key outcomes
- create a dashboard
- ensure Ownership

**the TO BE process:**

- identify options for improvement
- compare against the AS IS
- implement roadmap of changes



- Start with a blank screen
- Add in the activities i.e OK, what happens next?
- Left-to-right like reading a book!
- Simple to understand icons for different activities
- Builds picture up very quickly

# Summary Roadmap Actions – Example

## Phase 1

## Phase 2

## Phase 3

## Phase 4

### Now – Oct 1<sup>st</sup>

- Implement 'Quick wins'
- Define the 'Mission'
- Set out the 'Vision'
- Define 'transition plan'

### By Nov 1<sup>st</sup>

- Appoint Owner of 'Unplanned Work' overall process
- Define dashboard of metrics to be monitored

### By Dec 1<sup>st</sup>

- New processes for the new integrated service in place

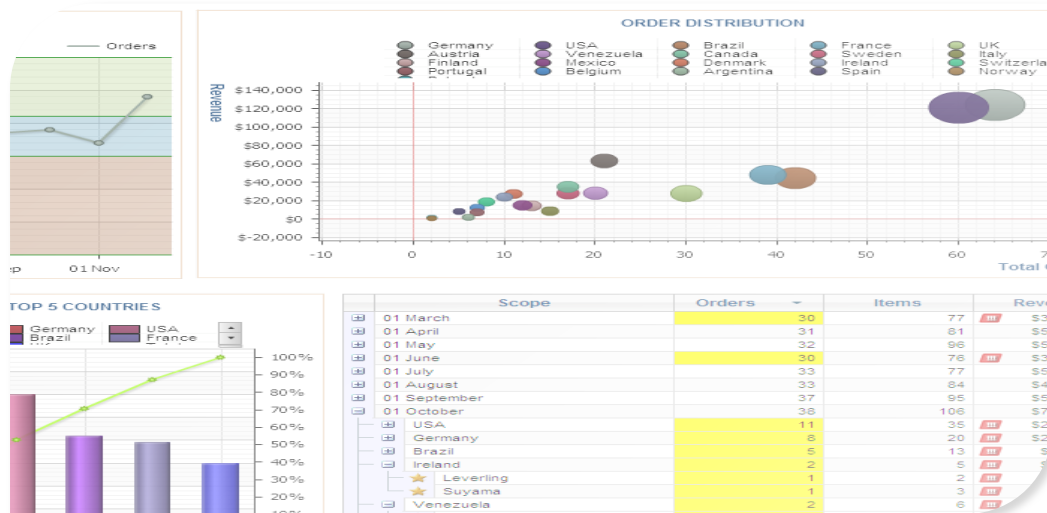
### Dec 1<sup>st</sup> +

- Monitor new processes
- Update & renew processes e.g. mobile working

**N.B. Detailed actions are defined for each phase above and assigned to named individuals**



# Sustaining key process changes



- Ensure 'ownership' exists in the new (TO BE) key process
- Define Key Performance Indicators (KPIs)
- Implement visual management dashboard

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