



Process Transformation



The Challenges

When on the London Underground, to get to Kings Cross one can travel from London Bridge to Bond Street on the Jubilee Line, from Bond Street to Oxford Circus on the Central Line then from Oxford Circus to Kings Cross on the Victoria Line.

Or you could just take the Northern Line from London Bridge to Kings Cross.

In life, if you do not have the knowledge, you may take the sub optimal journey to Kings Cross.

In business, reaching Kings Cross is the output and many organisations follow long and convoluted processes to complete their journey to the station.

Processes can evolve over time with workarounds put in place that do not consider the end to end. They are sometimes not documented and risk mitigation controls are rarely highlighted.

Generally, process owners do not exist and there is limited (if any) focus on continuous process improvement.

Staff can also become accustomed to the processes in place, and can be reluctant to change ways of working and behaviours.

Technology is not always optimised with methods utilised that are not necessarily efficient but enable the task to be completed

Our approach

We help drive organisations to understand process underpins everything they do, we steer businesses forward by utilising our core process model to embed and educate process excellence into an organisation. This is vital, since it is a means for measuring and improving performance to help achieve operational excellence.

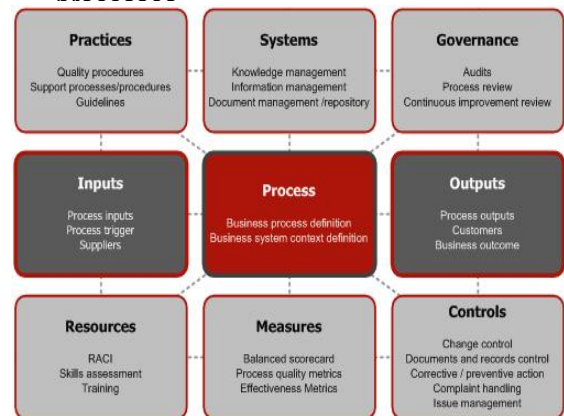
Our simple yet effective approach is built on a five step approach:

1. Current State Assessment: Understand the different processes undertaken through workshops with staff. Analyse the activities with risk of error.
2. Future State Design: Facilitate design workshops to develop the optimal process.
3. Change Requirements: Understand the implications on all stakeholder communities, and develop a change plan
4. Stakeholder Buy In and Process Ownership: Identify end to end process owners for each sub process. Ensure buy in for process changes.
5. Implement: Train staff on new process and set up structures to enable continuous process improvement.

Our proposition

Our PTT Toolset has been developed to provide significant benefits to your organisation, and we implement these with the **largest pool of six sigma black belts consultants in Europe**. The benefits include:

- Operational excellence
- Cost reduction
- Service improvement
- Optimised processes
- Access to best practice frameworks and methodologies
- Documented processes, sub processes, activities and steps
- Enables the transformation of the control environment
- Enables understanding of the effort involved in each of the processes
- Development of training material for new joiners
- Culture of continuous improvement through assigning process owners focusing on end to end



Working with Proservartner

Proservartner's service offerings range from activities to support discovery, advice and guidance right through to fully managed solutions.

We foster the development of long-term partnerships with our customers because we offer them a choice, we treat them with respect and we deliver on our promises.

Next Steps

The Proservartner team can provide further detail on the Process Transformation Toolset and the potential benefits for your business.