



Toolkit: Process

The system is that there is no system. That doesn't mean we don't have process. Process makes you more efficient

Enabling the improvement of your organisation's processes to deliver sustainable strategic and tactical benefits

All the work that is accomplished in any and every organisation is delivered through processes.

Our Toolkit will enable you to identify and understand:

- Your core and support processes
- The roles and responsibilities required for effective process management
- How to operate and improve processes to achieve efficient, effective and excellent ways of working

Our tools and approaches are designed to offer practicality and flexibility to ensure maximum benefits are obtained.

Benefits

Our tailored programmes will enable you to:

- ✓ Understand process methodologies and the customers experience
- ✓ Enhance effective teamwork, ownership and accountability
- ✓ Identify and develop new skills for your people
- ✓ Plan more efficient product and service design
- ✓ Establish process skills and expertise across your organisation



What Matters Most?

Identifying and maintaining focus on What Matters Most to your organisation is a precursor of success



The secret to being a high achieving team is simple; have really excellent processes for your people to engage with

Head of Department,
Services sector



How we do this

Whenever possible, we will focus on your prioritised live issues, share good practice from other successful organisations and equip your people with practical and effective tools that can be used time and time again.

- ✓ We help the people involved understand the core and support processes
- ✓ We help capture the processes visually
- ✓ We identify the links, interdependencies, scope and boundaries of the processes
- ✓ We make the roles and responsibilities for process management clear
- ✓ We use a range of approaches for understanding how processes are working

Outcomes

Outcomes are the fundamental evidence of whether improvement actions have succeeded. Our approaches enable you to put in place simple and effective measures to monitor consistently the results you are achieving.

- ✓ A 'system' for accomplishing work efficiently and effectively
- ✓ Documented processes
- ✓ Process mapping capabilities
- ✓ Clearly defined roles and responsibilities that are understood by all involved
- ✓ Tools to understand process performance with the ability to monitor and improve



By engaging and enabling team members at all levels, the right people were equipped to deliver the right processes, right first time

Chief Operating Officer,
Property sector



Could we help you? Contact our team on +44 (0)121 746 3150

What Matters Most?

Identify • Focus • Transform

Dedicated to helping you identify and understand the critical success factors of your organisation, maintain focus and ensure that all improvement actions deliver maximum benefits against What Matters Most to you.



The IiE Standard

Leading • Resourcing • Delivering • Achieving

Our unique framework for improvement and assessment – and your roadmap to high performance.

Toolkit



Approaches

