

Service Management Process Improvement

How can I ensure I have effective and efficient processes that support my business needs?

I have done a maturity assessment – now what?

Where do I find the skills and resources to help me design and implement effective processes?

How can I ensure that the impact of change on the organisation is managed?

Do you ask yourself any of these questions? If the answer is YES, you may need to look at investing in a Process Improvement service. We work with your organisation to obtain buy-in and understanding of new or changed processes from all staff.

We will analyse existing processes, recommend changes and design new processes as necessary. We ensure that we understand your business needs and drivers so that the processes underpin them.

We will work with you to determine the scope of the service. Whether you want one or more processes designed or improved is your choice.



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Initiate

A maturity assessment is recommended to obtain a clear picture of where to start and what your target outcome looks like.

Plan

Process development and implementation project planning includes (but is not limited to); timeframes, resources, and dependencies. Dependent on scope this may include design, development, testing, documentation, staffing, tools and implementation



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Design

We will work with you to ensure the solution is owned by the organisation and staff buy-in to the new or redesigned processes.

Implement

We will implement the process having tested and obtained sign-off from key stake-holders prior to deployment



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Compliance

Governance and compliance measures ensure the process is being followed as designed. This has a two-fold advantage:

- A. It ensures that you get a return on investment from the process development and implementation and that the identified benefits are realised
- B. It allows you to identify any service improvements you may wish to act on as part of your continual service improvement program