



Lean Approach to Service Evaluation & Re-engineering - LASER™

Sequena are business process experts. We provide solutions to cut waste, optimise resource, improve efficiency and cut costs. Using our process tools, skills and experience combined with our unique methodology we can transform your operations and service delivery

Our Lean Approach to Service Evaluation and Re-engineering programme – LASER™ is specifically designed for the rapid analysis and improvement of behaviour, organisation and processes including:

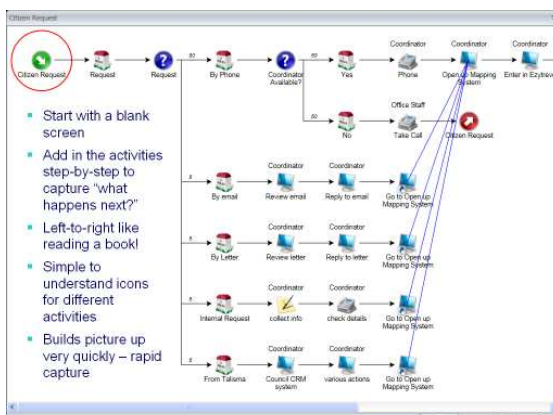
- People-based workshop approach for maximum effectiveness, buy-in and behavioural change from those involved
- Process modelling tool used supports people-based approach
- Easy to understand graphical model for capture, analysis, re-engineering and evaluation of the process
- Rich process and organisational information to determines costs, bottlenecks, resource utilisation and organisational impacts
- Reveals the business case for change - or not!

The deliverables from a LASER™ intervention are:

1. 'AS IS' and 'TO BE' process map including details of the changes required in processes and in critical points to enable long-term behavioural, organisational and process improvements
2. Evaluations of process performance for cost, time and process reliability and recommendations for performance opportunities
3. A Microsoft PowerPoint describing the key findings and recommendations from the LASER™ intervention
4. A Transformation Roadmap (action plan for transition to the new improved state) including a detailed business case for the recommended changes and draft Project Initiation Document (PID) for Transformation Roadmap implementation
5. Coaching managers & staff in using the Transformation Roadmap

At the heart of LASER™ lies:

- Relational consulting where the consultant and client work as a single team to establish the best approaches to achieve the stated goal – using dialogue to shift old patterns of behaviour, uncovering the best in people to overcome organisational and process deficiencies, and....
- Our unique process modelling tool and workshop approach, getting the right people 'in the room' to enable change to take place**quickly**



Initial LASER™ workshop deliverables for the IPCC:

- Initial phone call to identify IPCC organisation and process parameters and to discuss LASER™ approach

Onsite:

- Run a 4-hour LASER™ workshop for 6 senior IPCC managers
- High-level analysis, evaluation and simulation of current business process (the 'AS IS'), of the – 'independent investigation of the police' process
- Produce intuitive and flexible 'AS IS' process maps, built quickly by the team
- Calculate 'AS IS' process time, cost, reliability and other lean measures
- Determines bottlenecks, resource utilisation and organisational impacts

Offsite:

- Refine and develop 'AS IS' process maps and process detail
- Produce report with initial findings:
 - o Identifying potential quick-win process improvements
 - o Reveal the potential for improved performance

Onsite:

- Presentation of the initial workshop findings
- Discussion and definition of next steps – 'TO BE' development etc.