

processfix

Spring newsletter 2022

Welcome

Large organisations who have developed successful processes in one country may be tempted to roll-out these same processes in other countries. Yet this approach is fraught with risk. Not only are there local differences in organisational structure but you also need to consider diverse cultural norms and regulatory frameworks across geographical regions.

Janssen Austria recently commissioned a Processfix workshop to simplify a process used in many countries across the organisation. The healthcare professional payment process was clearly scoped and highly focused, and at each stage, the need for it to be flexible enough to scale across different markets was considered.

In this newsletter Dr David Mahringer outlines the steps they took to manage and mitigate any associated risk, whilst ensuring that the changes and process improvements initiated in Austria were positively received across other Janssen markets.

NEWSFLASH!

London, UK – April 2022
University of Greenwich launch review of Initial Teacher Education placement process.



Maximising process improvement across multiple markets

A recent initiative led by the Janssen team in Austria to simplify and improve their healthcare professional payment process demonstrated that up front investment in planning and effective communication can help develop a process with sufficient flexibility to align to different regulatory regimes.



“What we have shown is that if you put a cross-functional team in the room, guided by an experienced facilitator, you can succeed beyond expectations!”
Dr David Mahringer, Medical Advisor Oncology, Janssen.

“In big companies, processes naturally evolve, and some extra steps become embedded over time. It is rare that we have the opportunity to look at the whole end to end process, and that is where the Processfix workshop came in.” explains Dr David Mahringer, Medical Advisor Oncology, Janssen.

The first step was to ensure that the right people were engaged with the workshop. High-level sponsorship was critical, as asking for a three-day workshop commitment from a cross-representative team when day-to-day roles are already extremely busy can present a challenge.

The Janssen leadership team identified people from each part of the process, then committed to lead an initial meeting, where the benefits

of improving the process not only for Austria, but for other markets was fully discussed and explained.

David continued “We were very aware that any changes we decided to make would have an impact on other European and perhaps global markets. Smooth and feasible processes had to be ensured across more than 20 different regulatory bodies.”

Prior to the workshop, the process was scoped to agree lines in the sand: where the process begins and where the process ends. This enabled a clear focus during the workshop and avoids any dilution of effort. The outcome of the workshop was a documented new process and an improvement plan with a concise list of actions. This was taken

by the process owner to the leadership team who agreed to undertake the actions that would deliver quick successes.

“This was a significant contributor to the engagement of other teams and individuals across markets. Once it was demonstrated that improvements were achievable and successful, gradually there was more uptake, and more actions delivered.”

The new process, with its local variations, is now being implemented across Janssen’s mid-sized markets with buy-in from all key stakeholders. A clear demonstration that, with careful planning and communication, processes can be designed with the flexibility required to accommodate local cultural and regulatory needs.

About us

Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour-changing techniques to bear in a professionally facilitated environment.

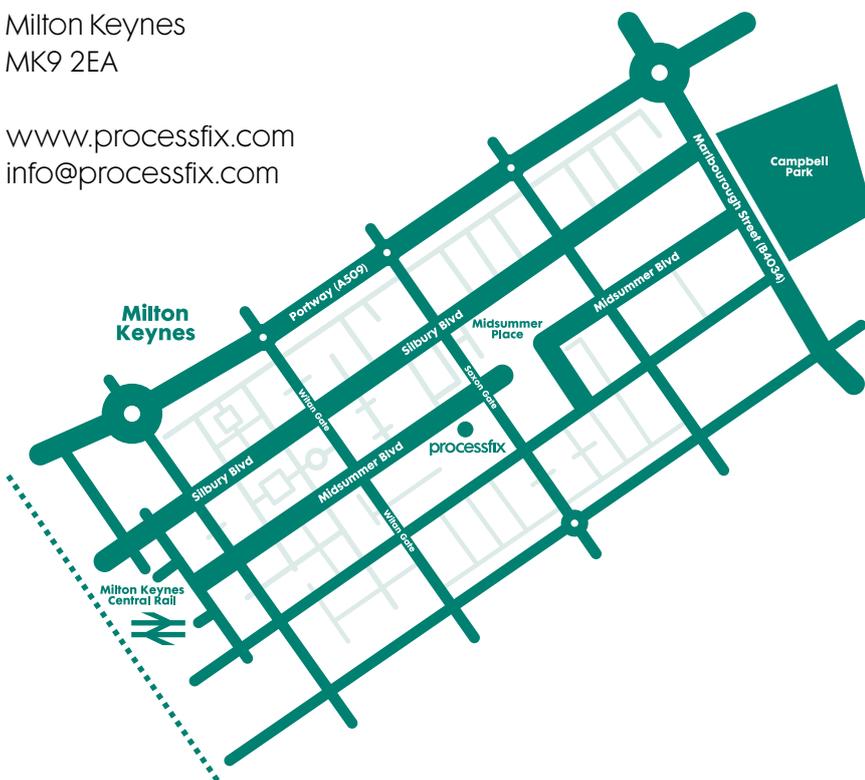
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require rapid improvement workshop facilitation, an organisational wide process improvement programme or to develop and train your team. Processfix specialise in engaging your people, delivering immediate benefits and instilling continuous improvement across your organisation.

If you would like to find out how Processfix can benefit your organisation, please contact us at:

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