

processfix

Winter newsletter 2018/19

Welcome

At Processfix, our goal is to develop the capability of your teams to improve their own process performance. Only by giving them the right skills, confidence and support, will continuous improvement take root in your organisation.

In this edition, Hannah White, Head of Business Change at King's College London, explains how, as a trained Processfix facilitator, she is part of a team at King's that is available institution-wide to support others in process improvement.

Clients often ask us for help, advice and support with those tools they've found particularly valuable during their Rapid Improvement Workshops; but did you know that they are all available for you online? We have collated a comprehensive range of best-in-class tools that are proven to deliver fast results and these are easily accessible in one place, at www.opextoolkit.com, where an online wizard will help you find the right tools for your particular improvement opportunity.

In this newsletter, we show you how to access this wealth of information, which includes fully downloadable tool descriptions, practical tips and workshop materials, so that you can facilitate rapid improvement in your organisation.

NEWSFLASH!

London, UK – December 2018
Santander use Processfix to resolve problems with probate process "properly and promptly" [Financial Conduct Authority]



Supporting transformation at King's College London

Hannah White is Head of Business Change within the Students & Education Directorate at King's College London. In one of her first roles, at Coventry University, she dealt with individual cases of student welfare, before moving into the administrative side of the student experience. On her move to King's, Hannah was trained as a Processfix facilitator and now integrates those skills across her new role, as well as running Rapid Improvement Workshops across the institution.



"Before moving to King's I was involved with the innovative challenge of setting up a London campus for Coventry University. During that time, I came to understand that it is the transformation components of a project that really engage me. The experience of being able to develop and review processes, using what worked at the main university, but also starting afresh in other areas was exciting. We were able to try things, rather than stick with what had always been done before. An example of this was the piloting of individual timetables online, which at the time was quite a risky move" said Hannah.

"At Kings I became the product owner of the admissions portal, working with stakeholders

to establish what should be developed next on the system. I still have that role now, but at a senior level and although we originally supported IT systems change, it became clear early on that if systems are process based, then they are also people based. So within our team of eleven, our roles have expanded to support all the elements involved in change: people, processes and systems." We asked Hannah why she chose to be trained as a Processfix facilitator. "As a trained business analyst, a lot of my work involved workshops, identifying requirements and process mapping. I realised that meetings would happen, but at first there was no one to help the people involved to make decisions. I decided that if only I could do

that, I could help to move things forward. When the opportunity arose to be trained as a facilitator by Processfix, I took it, and as soon as I could following the training I made an effort to use those skills."

King's has a central service offering Processfix facilitation. A request is made and prioritised, then one of the trained facilitators responds. "Quite often, I am neutral to the project or process under discussion, but equally I may be asked to facilitate because of my experience and knowledge in an area. One thing I think that Processfix is particularly useful for is that it helps people to make operational decisions. For example, if they are running a process it helps them to think about which aspects they need to resource or change. I have often seen that people have a moment during a workshop, where they suddenly realise that if one activity takes twice as long as you think it should, then you either need twice as much resource to keep the process moving, or you need to fix it to take less time. That links to a lot of the work we're doing around operational management, helping people to understand why some things take longer, but also understanding that if a process is broken, throwing resource at it won't fix it."

In her role, Hannah is also involved in a lot of 'wash-up' meetings. In these meetings, the focus is on learning in a no blame environment, helping to deal with tensions that may build once things have gone wrong.

"throwing resource at it won't fix it"

We work at such a high pace of change, we need to move on quickly without broken or disrupted relationships, and learn the lessons to improve next time."

If you are interested in speaking to Hannah about any of the above, please contact her via LinkedIn: www.linkedin.com/in/hannah-l-white.

Anyone who has run their own improvement workshop will know that the time and effort required to plan and prepare such events can be onerous. Now for the first time in one place, the operational excellence toolkit takes the burden out of preparing your workshops, enabling you to focus on delivering better performance.



In one easy to use online application, we have brought together the comprehensive range of best-in-class analytical and behaviour changing operational excellence tools proven to deliver big improvements in service performance for you to explore, download and use, as and when you wish.

Alongside our intuitive tool wizard, the toolkit enables you to quickly and accurately select the right tools, for the right situation, to get the right result. Including fully downloadable schedules, workshop materials and tool descriptions, this is your one-stop shop to delivering better performance. Log on to www.opextoolkit.com today and accelerate your journey toward operational excellence.

Hear what users think

"Not only does it select the tools to use, it provides an agenda and templates which help us plan and execute improvement"

Head of Business Improvement, BT

"Our facilitators are finding the operational excellence toolkit invaluable in supporting the design and delivery of Rapid Improvement Workshops"

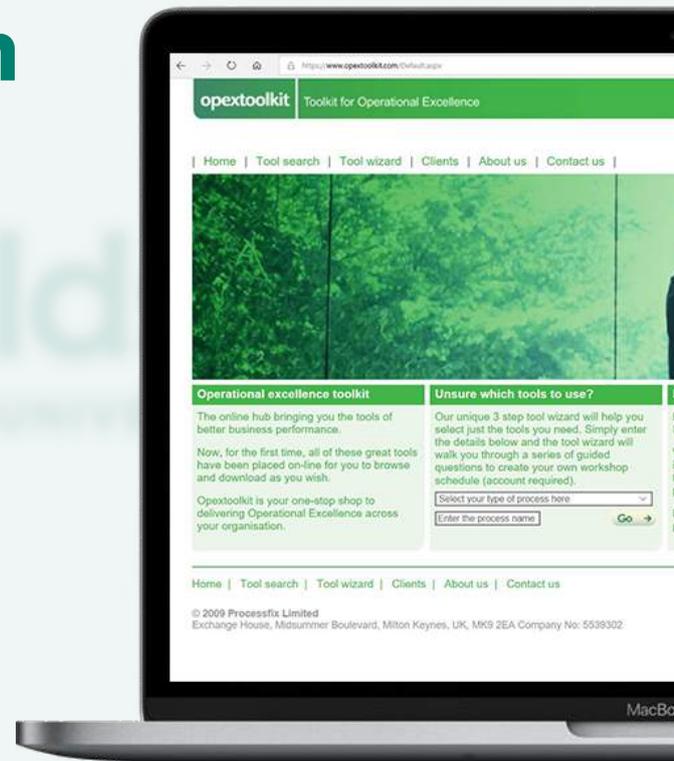
Associate Dean, Warwick Business School

"The toolkit is an essential resource for every improvement facilitator"

Senior Managing Consultant, IBM

"www.opextoolkit.com provides a very useful resource to make Rapid Improvement Workshops more focused and more productive"

Director of Programmes, Lancaster University



Everything you need to deliver rapid improvement in your organisation

Whether you are using Six Sigma, TQM, Lean or any of the other improvement methodologies, the operational excellence toolkit provides all the practical facilitation tools you need to deliver rapid and sustainable process improvement across your organisation.

Access over 50 practical improvement tools to download as you wish

With step-by-step instructions, practical facilitation tips and real-life application examples, the toolkit gives you the knowledge to effectively apply the tools to your improvement opportunity.



Click on the tools required to address your improvement opportunity

See our users' all-time most popular tools



Each tool includes a discussion forum for you to share and learn from other users

Download the full description, detailing where and how to apply each tool



The toolkit recommends complimentary tools based on the experience of other users

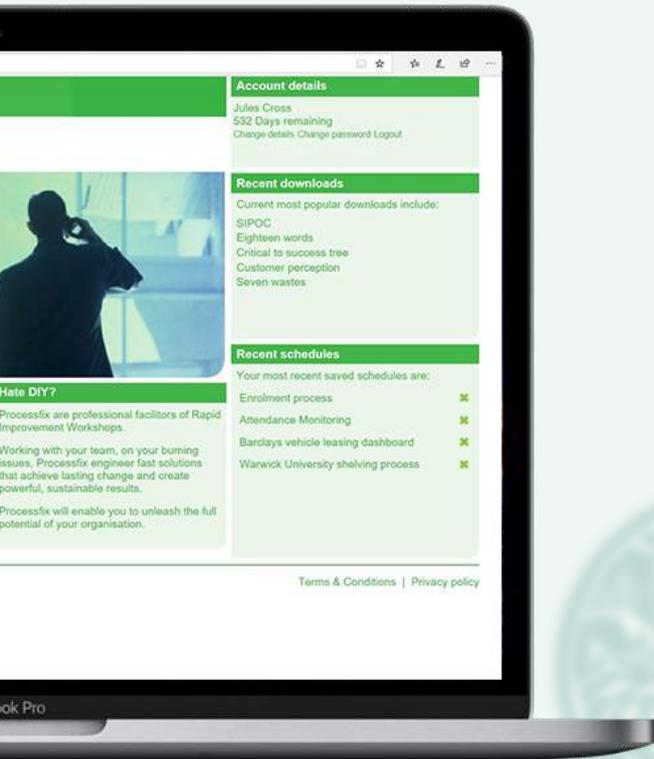
Download high resolution images of each tool to print your own workshop materials

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University of Cambridge
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Crisis
Telford Council
University of Warwick
Harrison Goddard Foote
Goldsmiths
Sherwin Williams
University of Bath
Hakkasan
King's College London



Let our unique wizard select the tools you need

Not sure which tools are best for your improvement opportunity? Why not take advantage of over 60 years of operational excellence experience and let our unique tool wizard select the tools you need. Simply answer a short set of questions relating to your improvement opportunity and the wizard will do the rest for you.



Answer the questions according to your improvement opportunity and the wizard will select the tools and schedule them in a logical sequence for your application

Build your own improvement workshop schedule

Know the tools you need? The toolkit enables you to build your own Rapid Improvement Workshop schedule and save it for when you need it.



Give your schedule a name and the toolkit will remember it for next time you need it

Change the order of tools until you are happy with their sequence

Print your finished schedule with indicative timescales directly from the website



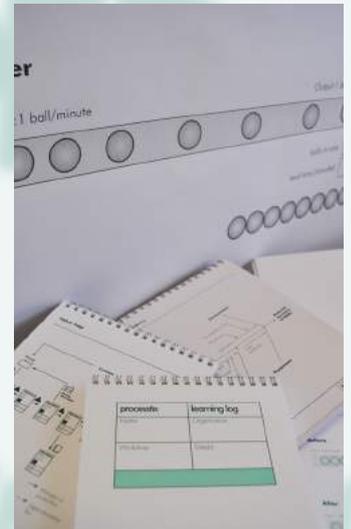
Download or order your workshop materials

Once you have created your schedule, download your flipchart templates and learning log pages in pdf form directly from the web, or purchase professionally printed copies from our on-line store.



Order professionally printed and bound workshop materials.

A5 (148 x 210mm) delegate learning logs and A1 (594 x 841 mm) flipchart templates and they will be delivered to you within 5 working days.*



Workshop materials

* based on delivery to Europe and the US. Rest of the world delivery within 10 days.

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.

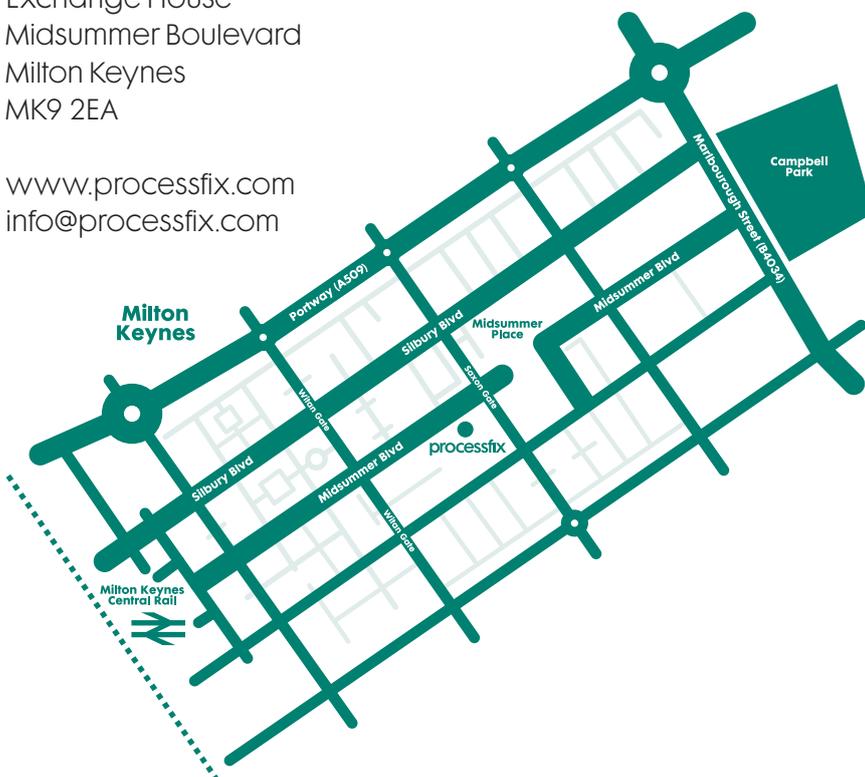
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require Rapid Improvement Workshop facilitation, training, project leadership or an organisational wide process improvement programme. Processfix specialise in facilitating your team, 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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