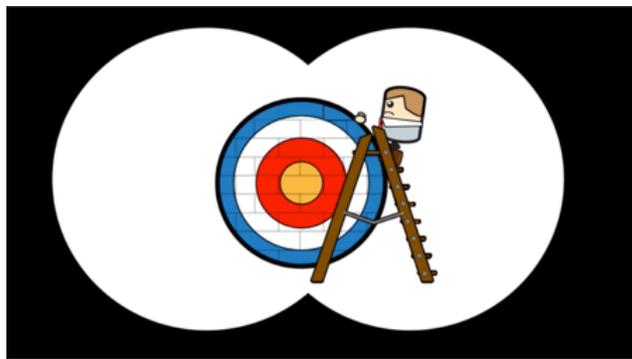


Data Quality For Service Improvement

What your customer satisfaction survey will never tell you

PROVEN IN UK/EUROPE - NOW AVAILABLE IN AUSTRALIA & NEW ZEALAND

HELPING PROGRESSIVE LEADERS MAKE ORGANISATIONS THRIVE



USING DATA TO DRIVE CONTINUOUS IMPROVEMENT

Measuring performance from a customer perspective, identifying improvements and knowing how to implement them.

- See conventional forms of measurement in a different way
- Know how past decisions have affected performance
- Find better ways to measure performance
- Know what actions to take

ABOUT THE VANGUARD METHOD

Vanguard Method Australia and New Zealand work with Service Organisations to create ground-breaking and sustainable change

To differentiate your services, by definition, you need to use different methods to those being used by everyone else.

In Europe, the Vanguard Method is now being recognised as the principal method for improvement in service organisations, producing fast, effective, tangible and sustainable results and now the Vanguard Method workshops are available in Australia and New Zealand.

Applied in the UK, Canada, Germany, Sweden and South Africa, the Vanguard Method has produced remarkable improvements in a wide range of service organisations, from telecommunications, utilities and financial services organisations, to health & care, council services, emergency services and public housing providers.

Vanguard have received numerous academic awards for our contribution to management science. We are often cited in the press and are called upon to present innovative thinking to government led think-tanks and improvement committees.

Improving peoples' lives



THE VANGUARD METHOD FOR PUBLIC SECTOR ORGANISATIONS

The Vanguard Method in people-centered services is the biggest opportunity to significantly reduce costs and, more importantly, to improve peoples' lives. We understand how to design public services that actually work. As a result, costs fall dramatically. But that's not all. The wider consequence of providing services that work is that demand falls. Not only do you wipe out the strangling effect of high failure demand, you learn that fewer people experience problems. Happier people, better families, strengthened communities. Isn't that what public services ought to be about?

"We are transforming our social care system thanks to the Vanguard Method. We are working with families to understand what really matters to them. As a result, we have halved the number of children needing to go into care".

ERIK GEMITSSEN, CHIEF EXECUTIVE OF THE BUREAU FOR YOUTH CARE, GREATER AMSTERDAM AREA

"The importance of the measures can't be overestimated; value and preventable demand, one-stop capability, end-to-end times, really open your eyes. It was like 100 light bulbs going off".

DENISE LYON, DEPUTY CHIEF EXECUTIVE, EAST DEVON DISTRICT COUNCIL

USING DATA TO DRIVE CONTINUOUS IMPROVEMENT

Measure the organisation's performance from a customer perspective, equip managers to see the 'hidden' causes of costs, and then identify how to make real improvements in service levels, efficiency, revenue and morale.

» Audience

Managers at all levels who want to be confident they are using meaningful data to design and measure service improvement.

» Outcome

You'll begin to understand the limitation of conventional measures, and gain insight into the impact of current performance measures. You'll also learn how decisions you've taken in the past affect performance going forward and how managers have been let down by bad methods. Then you'll learn to develop better measures of true capability and capacity.

» Overview

Held in-house at your organisation, this 'action learning' workshop is designed to help organisations explore their data and information from the outside-in, as a system, based on what matters to the people who use your service.

When participants return back to work they will need to study their area of the organisation. It is likely they will have to engage staff in collecting information during this time.

SESSION 1:

Fresh ideas and exploring your data

- Identify current measures and how they are used.
- List the decisions that are made with these measures.
- Examine the impacts of this.

SESSION 2:

Clarifying your purpose and analysing customer demand

- Where, how and why customers contact your organisation.
- Why the organisation exists from the customers' point of view and what matters to them.
- What this says about your organisation's purpose and its capability to respond to customer needs.
- Where this is different from the current view of work.

SESSION 3:

Current measures vs purpose-related measures

- Re-visit current measures and why they exist.
- Assess their effectiveness and identify what they don't communicate.
- Explore the theory of variation and static vs dynamic data.
- Apply Vanguard principles to design purpose-related measures.

SESSION 4:

Using purpose-related measures

- Learn how to use the new data.
- Combine information across the whole service as a system.
- Identify interdependencies and opportunities to improve the customer experience by addressing process, capability and capacity across the whole service.
- Link new measures to old.

SESSION 5:

Turning opportunities into action

- Summarise learnings.
- Decide how to take action to improve.
- Link improvement measures to financial and budgetary measures.
- Learn how to create continuous improvement in capability and capacity.
- Learn how to engage others in what you now know.





DON'T TAKE OUR WORD FOR IT.

On our website, European managers who have faced the same challenges you are facing describe in their own words the substantial, rapid and innovative change they have achieved. Hear what they have to say www.whatisthevanguardmethod.net/workshops

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