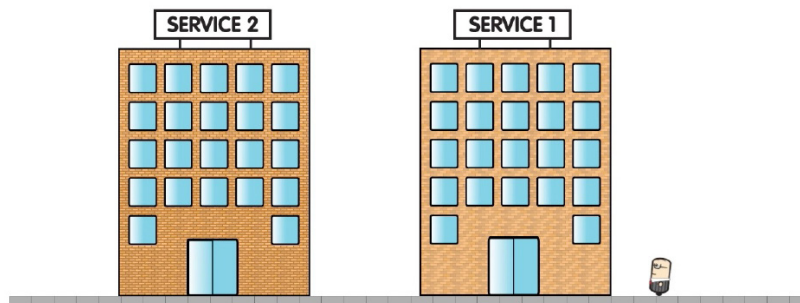


# An Introduction to the Vanguard Method

Vanguard workshop series

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

HELPING PROGRESSIVE LEADERS MAKE ORGANISATIONS THRIVE



## AN INTRODUCTION TO THE VANGUARD METHOD

Experiencing your organisation as your customer experiences it.



Improve Service



Reduce Costs



Boost Morale

## 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



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## THE VANGUARD METHOD FOR PEOPLE-CENTERED SERVICES

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?

**"The results are profound. Citizens previously labelled as lost are starting to live good lives, demand on services is going down and the size of opportunity to reduce costs is staggering."**

JOHN VAN DE LAARSCHOT, CHIEF EXECUTIVE, STOKE-ON-TRENT CITY COUNCIL

**"Looking at patients through an end-to-end lens has completely liberated the way we manage them, and that underpins all the benefits we have seen"**

STEVE ALLDER, CONSULTANT NEUROLOGIST, PLYMOUTH NHS HOSPITALS TRUST

### 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](http://www.whatisthevanguardmethod.net/workshops)



### AUSTRALIA

The Vanguard Method Pty Limited

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## INTRODUCTORY WORKSHOP

Discover the power of the Vanguard Method and explore how it could work for your organisation.

### » Audience

Managers who want to learn more about a unique method for transforming their organisation to be truly customer-centric, that delivers outstanding service whilst reducing cost and improving morale.

### » Outcome

In this unique workshop, you will find out how large organisations (Aviva, Lloyds, Standard Bank Group, Topdanmark), and small ones (Fareham Council, Fiscal Engineers) have redesigned their services from the customers' perspective and achieved profound consequences for customer service, efficiency, revenue, and morale.

### » Overview

This 'taster' workshop is designed as a great place to start if you're curious about the Vanguard Method. Through case studies and discussion you'll explore the frameworks and principles for developing a systems-based approach to the design and management of work.

## FRESH THINKING - UNDERSTAND THE CAUSES OF FAILURE DEMAND AND HOW TO DESIGN IT OUT

The Vanguard Method challenges current assumptions about the way to design and manage work in service organisations. This workshop will help you to understand:

- Why traditional work design and management approaches prevent optimal performance.
- Why conventional measures create the illusion of control, and how to design in leading measures that become predictors of performance.
- Learn how to build a common and shared understanding of how, how well, and why your organisation works as it does from a customers' point of view.
- Why conventional approaches to change don't address the fundamental issues, take too long, and often involves expensive investment in IT.

## PRACTICAL APPLICATION

During the workshop you'll have the opportunity to study the Vanguard Method principles as they might apply to your organisation and receive information about how to start implementation.

### NEW ZEALAND

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