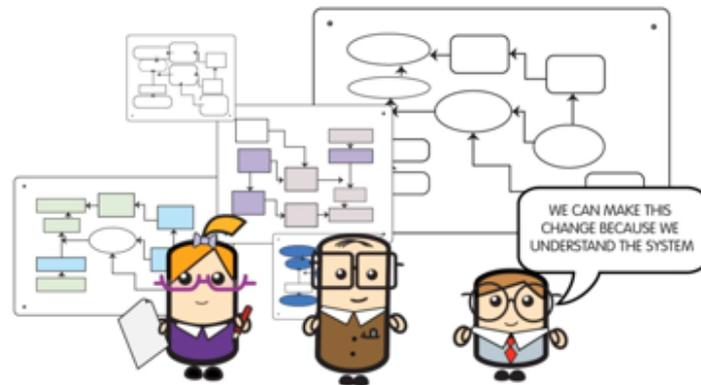


Process Mapping and Analysis

Vanguard Workshop Series

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

HELPING PROGRESSIVE LEADERS MAKE ORGANISATIONS THRIVE



PERFORMANCE IMPROVEMENT THROUGH PROCESS MAPPING AND ANALYSIS

Define your processes from a customer perspective, identify inefficiencies and implement quantifiable improvements.

- Analyse your processes
- Measure their performance
- Create real improvements

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?

"An excellent course that gives a great introduction to the world of the Vanguard Method and process mapping and really makes you challenge existing thinking. The sessions are the perfect mix between informational and practical and allow you to put what you have learnt into practice with the support of experts to guide you through the pitfalls. I walked out of the day raring to go and can't wait to get stuck in and put the learnings into effect."

BEN MCPHEAT – BUSINESS IMPROVEMENT PROFESSIONAL

"We found huge amounts of failure demand, so 30 per cent of what agencies were doing wouldn't need to be done but for simple mistakes by DWP or HMRC, sometimes repeated over and over."

STEVE JOHNSON, CHIEF EXECUTIVE, ADVICE UK

FRESH IDEAS

The Vanguard Method challenges current assumptions about the way to design and manage work in service organisations. Before making changes, it is essential to accurately establish what is currently happening and why. This workshop will help you to understand:

- How work works from a Vanguard Method perspective compared to conventional thinking.
- Why looking at work as a process is essential for performance improvement.
- What benefits arise from accurately mapping your processes.
- How to identify and define your work processes in relation to purpose.

PRACTICAL APPLICATION

During the workshop you'll have the opportunity to practice applying the Vanguard Method for process mapping and analysis to your organisation. You'll be able to:

- Map and analyse your work processes from a customer perspective.
- Identify waste and inefficiency and its impact on customers.
- Measure how efficiently the processes are responding to customer demand.
- Design improvements that will make sense to employees and not be perceived as 'more work'.

PROCESS MAPPING AND ANALYSIS WORKSHOP

Learn how to define your processes from a customer perspective, identify inefficient waste and engage people in measurable improvements.

» Audience

Managers at all levels who want to improve process management and process performance.

» Outcome

You'll be able to map what is happening in your organisation from a customer perspective, measure current process performance and plan a programme of improvements.

» Overview

This workshop lets you explore the Vanguard Method for process mapping and analysis. You'll also measure how well your processes are responding to customer demand and discover ways to engage teams in measurable improvements.





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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