

# Vanguard Method Fundamentals

Vanguard workshop series

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

**HELPING PROGRESSIVE LEADERS MAKE ORGANISATIONS THRIVE**



**TAKE THE ENORMOUS OPPORTUNITY TO SEND NPS RATINGS THROUGH THE ROOF, INCREASE PROFIT AND REMOVE WASTE, WITHOUT THE RISK ASSOCIATED WITH TRADITIONAL CHANGE PROGRAMMES**

- Understand the Vanguard difference
- Evaluate your organisation from the customers' perspective
- Learn how to operationalise real improvements in service, efficiency, revenue and 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.

**Increase sales, reduce costs**



## THE VANGUARD METHOD FOR PRIVATE SECTOR BUSINESSES

The Vanguard Method in the private sector leads to redesigning customer shaped services, enabling better ways for attracting, acquiring, growing and retaining customers today and tomorrow. Customer-centricity is reconceived and operationalised. Continual innovation is designed in. Private sector clients have achieved improvements in customer satisfaction. It's been better for the people that serve customers and shareholders have seen the benefits of improved profits.

**"While this method isn't industry standard yet, I truly believe that more and more organisations will go that way. I don't think there is anything out there that is comparable and can solve the problems that all organisations have nowadays."**

KATHARINA HAASE, CHIEF OPERATING OFFICER, BARCLAYCARD

**"Our NPS increased to over 90%, we reduced operating costs by 30%, and saved over £100 million. We also increased sales by 20%".**

SENIOR EXECUTIVE, FINANCIAL SERVICES CLIENT

## VANGUARD METHOD FUNDAMENTALS

With this in-house workshop, apply and gain first-hand knowledge of the Vanguard Method for yourselves, and make your own assessment of its value to your organisation.

### » Audience

Managers who want to learn more about a unique method for transforming their organisation to be truly customer-centric.

### » Outcome

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 improvement for customer service, efficiency, revenue, and morale.

### » Overview

What is your organisation's scope for improvement? To what extent can you: improve service, reduce costs, improve revenue and, at the same time, transform morale?

The Vanguard Method Fundamentals will enable you to answer these questions for yourself.

The Vanguard Method Fundamentals is an in-house programme, offered only by Vanguard. The programme introduces you to the Vanguard Method for service organisations, and enables you to assess the benefits that will be achieved by using these concepts. Led by a Vanguard expert, see how the Fundamentals fit together to create a wholly different way to design and manage work – and use this knowledge to your advantage in improving performance.

Don't expect to hear us say: "Change takes time". You will be amazed at how fast the change can be – measured improvements in bottom line results in months not years, palpable improvements in morale in weeks.

## SESSION 1 Fresh ideas

- How managerial thinking governs performance.
- The fundamental differences between service delivery and manufacturing.
- The weaknesses in conventional thinking about work design and management.
- Why the Vanguard Method is a better alternative.

## SESSION 2 Assessing your organisation

- See why change should be based on knowledge.
- Learn about the Vanguard Method for analysing current performance as a system.
- Apply this to your own organisation.
- Study customer demand, organisational capability, waste and the causes of waste.

## SESSION 3 Improving the way work works

- Pulling together findings from the previous sessions.
- Changing measures to drive better results.
- Leading and lagging indicators.
- The test of a good measure.
- Principles for the redesign of work – tactics for designing against demand.
- The steps to making successful change.

## THE VANGUARD GUARANTEE

If your participants say the Vanguard Method Fundamentals workshop created no value for them, we'll waive our fee. We're 100% confident you will see the value of applying these ideas and see how much you can improve service, reduce costs and/or improve revenue.





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)

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