

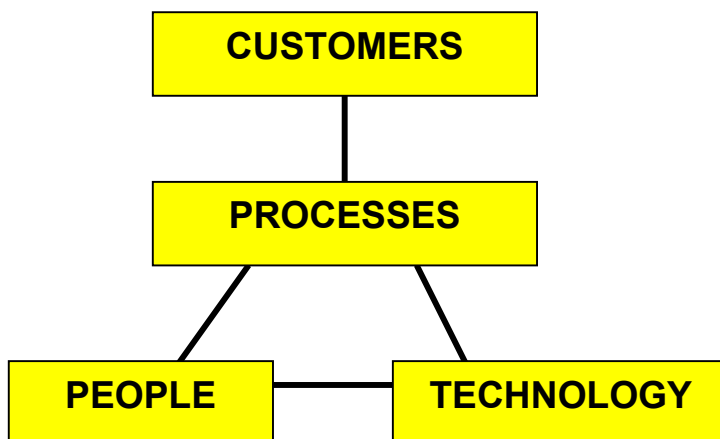
# Business Process Re-engineering for Public Sector

(A description of LCP's services in this field)

## ***The Business Challenge***

Local Government in the UK is facing increasing pressure and challenge to change. This is driven both from central government's modernisation agenda (including e-Government, Best Value Performance Reviews and CPA) and the needs from the public for improved services at minimum costs.

Our customers in Local Government are meeting this challenge by changing and re-engineering their processes, often augmented with the application of information & communications technology.



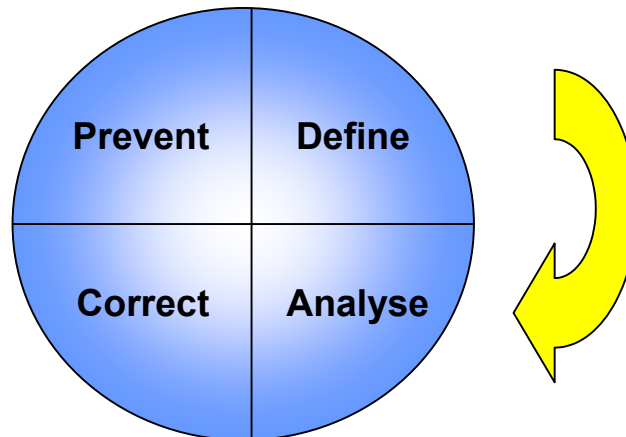
The challenges they face include:

- Winning the hearts and minds of their staff, members and the public;
- Preventing duplication; not re-inventing the wheel;
- Cost conscious budgets;
- Maximising project success, preventing failures;
- Grasping quick win opportunities;
- Organising for change and maintaining momentum;
- Maximising senior management leadership and grass roots involvement;
- Overcoming silo thinking – becoming customer and process focused;
- Developing in-house skills to improve ownership and long term sustainable change;

## ***Proven Methodologies***

The Leading Change Partnership applies proven methodologies to these issues and helps its clients successfully meet and resolve these challenges.

### **BPR Tools & Techniques – The Change Map**



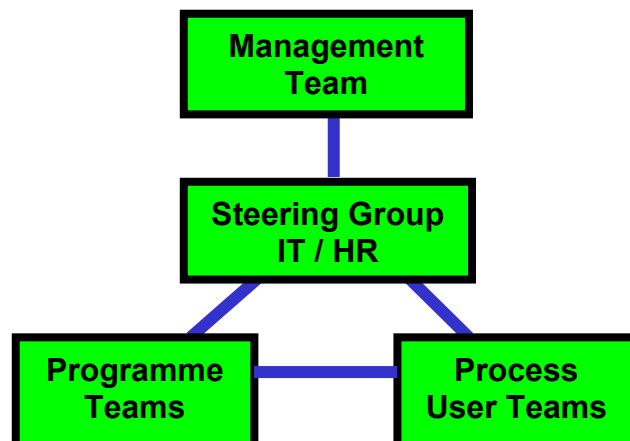
**Define** – Why change and what needs to change

**Analyse** – How can it be changed

**Correct** – Implement the organisational and process changes

**Prevent** – Ensure involvement, ownership and continuous improvement

### **Organising for Change – The Team Structure**



**Management Team** - Lead the change process by setting the aims and objectives and communicating to the staff and elected members

**Steering Group** - Co-ordination team for the modernisation and IEG programme

**Programme Team(s)** - Selected teams specific to each of the re-engineering projects chosen for their enthusiasm and knowledge. They need to be champions of change

**Process User Teams** - The functional teams responsible for implementing and operating successfully the new improved services

## ***Our Approach***

The Leading Change Partnership helps its clients understand and apply the methodologies. Our approach comprises of the following activities:

- Work with Management, Steering Group, Programme and Process User Teams;
- Transfer appropriate levels of awareness, understanding and skills in our methodologies and tools and techniques to each team;
- Coach the Programme Teams through their first BPR project;
- Facilitate the process between the teams to ensure appropriate understanding, involvement and consensus on the ideas, solutions and issues raised;
- Educate and train the Managers of the Process User Teams in process management and continuous improvement;
- To maximise skill transfer we are able to Train your Trainers in all of the methodologies
- Apply the methodology to Partnership Programmes.

Our experience has shown that client's who adopt all of the elements above achieve the greatest business success. With every client we consider their unique needs, resources and budget and develop specific programmes to meet their needs.

## ***Sample Clients and References***

Bracknell Forest BC

Gloucestershire CC

Basingstoke & Deane BC

SOCITM

Cheltenham BC

Stroud DC

Chesterfield BC

Tewkesbury BC

Cotswold DC

Warwickshire CC

Forest of Dean DC

Worcestershire CC

Gloucester City C

**Jane Pagan – Senior ICT Analyst at Gloucestershire County Council**, referring to our BPR course.

*“One of the best courses I have been on in years”*

**John Howe – Building Services Manager, Chesterfield Borough Council**

*“Most IT consultants are technically very capable but try too hard to sell a standard package without taking the trouble to find out what the customer's core business requirements are. The Leading Change are not purely IT Consultants, they are Change Management Consultants who offer a comprehensive service delivery package including assistance with specification, project planning, coaching, advising, education and training.*

*Success will depend upon implementing process changes, winning hearts and minds and long term continuous improvement. All of the above are at the heart of the Leading Change's philosophy.”*