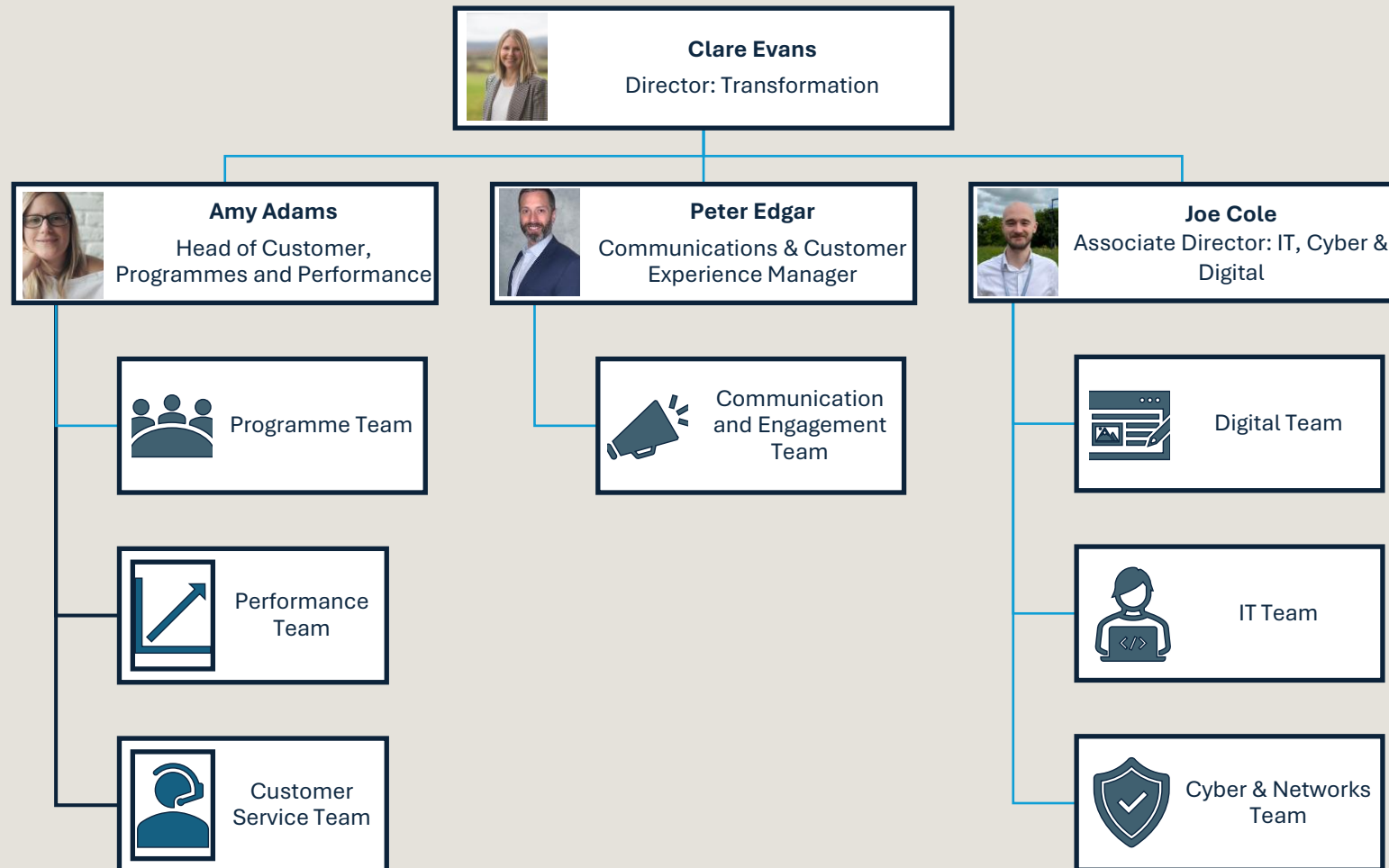




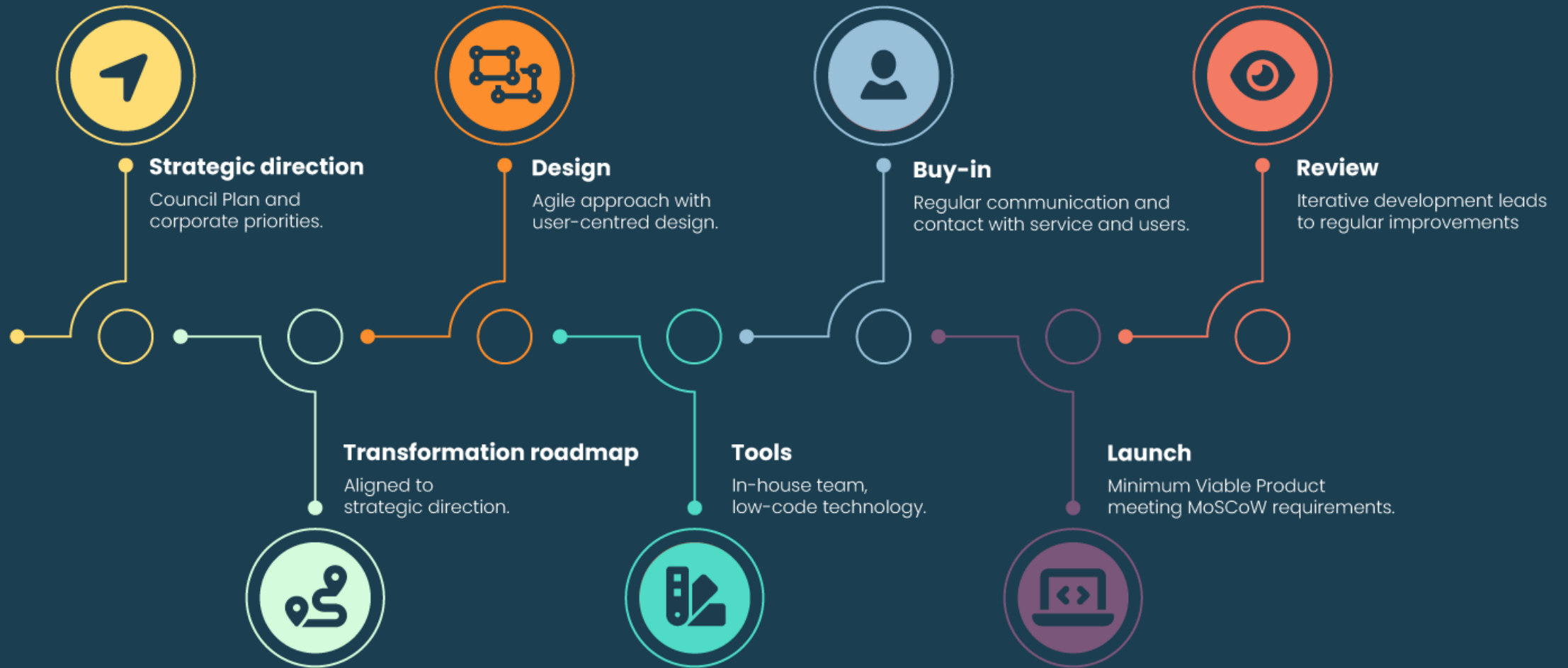
# **How process management and improvement can act as a catalyst for culture change**



# Our Transformation structure



# Operating model





# Our Transformation culture

- Open to change
- Listen to ideas
- Think outside the box
- Collaborative working between all services
- Can-do attitude



# Leadership

- Investment in Transformation directorate
- Organisational structure supports digital
- Strategic decision-making
- Lead member for Transformation
- New Digital Strategy

*“As a district council, it’s so important that we deliver online services that customers find easy and enjoyable to access – not only to make their lives easier, but also to free up our staff to better support more vulnerable and complex customers. Our transformation team is fundamental to delivering this.”* **Alistair Cunningham, Chief Executive, Tewkesbury Borough Council**

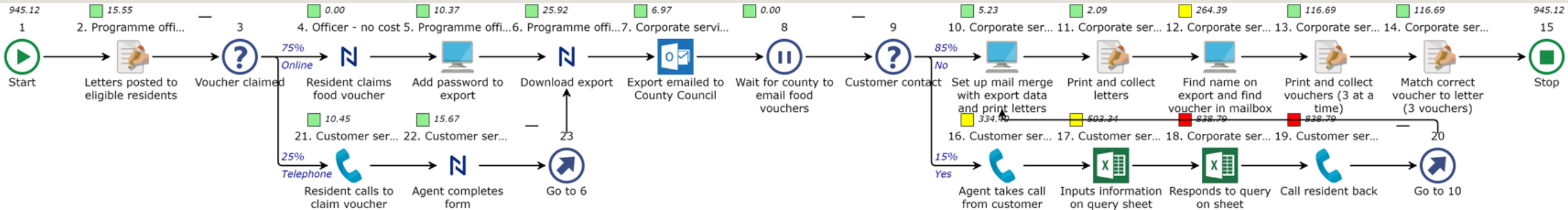
# Why we use Engage

- Engage is the building block for us to work with teams and get them to really think about their process and identify the changes they could make.
- The visual way in which processes are shown in Engage helps teams to fully understand their processes and be a part of mapping it out, ensuring collaboration happens right from the start.



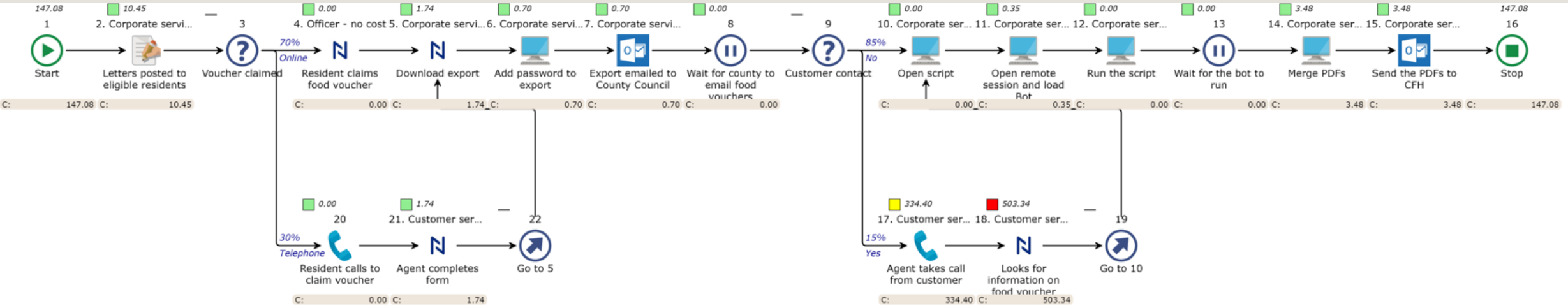
Our approach to creating  
an '**as is**' process...

# Manual process



Map out the **'to be'**  
process...

# Using RPA



# Process comparison

## Compare measures ✕

Compare Food Vouchers full manual process ▼ = with opened process Food Vouchers full bot process ▼ X ▼

|                       | Food Vouchers full man... | Food Vouchers full bot p... | Diff.       | %      |
|-----------------------|---------------------------|-----------------------------|-------------|--------|
| ▶ Processing time     | 44h 28m 24s               | 07h 04m 15s                 | 37h 24m 09s | -84.10 |
| Lead time             | 120h 28m 24s              | 83h 04m 15s                 | 37h 24m 09s | -31.05 |
| Waiting time          | 76h 00m 00s               | 76h 00m 00s                 | 00h 00m 00s | 0.00   |
| ▶ Total cost          | 945.12                    | 147.08                      | -798.04     | -84.44 |
| Relative throughput % | 100                       | 100                         | 0           | 0.00   |

Close

# Improving customer experience

## Challenges

- ↓ Delays in service delivery
- ↓ Inconsistent experiences across services
- ↓ Lack of proactive communication

## Outcomes of process improvement

- ↑ Faster service resolution
- ↑ Personalised and consistent customer interactions
- ↑ Automated communications wherever possible
- ↑ Improved customer satisfaction