

## An introduction to delivering Service Transformation

### STEPCHANGE PROGRAMMES PROVIDE

- ⚡ Rapid capture of existing processes.
- ⚡ Expert analysis by sector specialists.
- ⚡ Technology solutions specifically tailored and rapidly deployed.
- ⚡ Rapid return on investment.

### STEPCHANGE – POWERED BY

iGrafx®

Stepchange are the chosen partner for delivering iGrafx to the Public Sector in the UK.

The market leading process analysis tool chosen by Leeds City Council, Birmingham City Council and the NHS.

To find out more contact:

Stepchange Partnership Ltd  
Surrey Technology Centre  
Surrey Research Park  
Guildford  
Surrey  
GU2 7YG

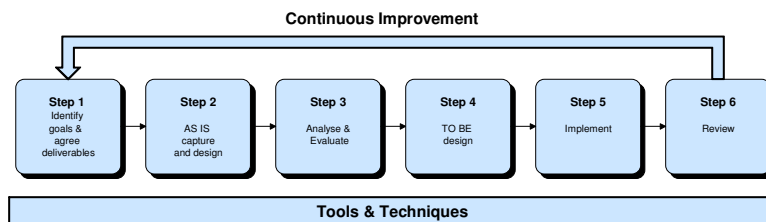
[www.stepchange.co.uk](http://www.stepchange.co.uk)

Tel: 01483 68 58 50  
Fax: 01483 68 58 55

Email:  
[information@stepchange.co.uk](mailto:information@stepchange.co.uk)

The Stepchange programme has been successfully delivered in NHS Trusts and Local Authorities enabling them to meet the challenges faced by many Public Sector organisations in improving service delivery, whilst making efficiency savings.

This one day course is designed to introduce the tools and techniques for successful service redesign and provide attendees with a basic toolkit for setting up and managing a service transformation programme.



The course covers the 6 steps in the programme, introducing the key tools and techniques that are vital in ensuring a successful outcome to a service improvement programme.

### Preparation

Planning is essential to a successful service review. The course covers establishment of the Process Review Initiation Document (PRID), planning and how to get “buy in” from stakeholders.

### AS IS Capture

How to set up, manage and facilitate successful interviews and workshops. Information capture and interview techniques. Process mapping using iGrafx Flowcharter.

### Analysis tools and techniques

Introduction to analysis tools and techniques such as Process Modelling using iGrafx Flowcharter 2009 and Simulation using iGrafx Process 2009. The Process Capacity Reconciliation.

### Developing options for redesigning services

Analysis of service processes and identification of opportunities for practical improvements using the Policy, Process, Technology & Training (P<sup>2</sup>T<sup>2</sup>) classification. How to spot opportunities for quick wins, “TO BE” process design and kick starting Continuous Improvement Programme. Building a business case and presentation of proposals.

### Planning implementation and change management

Structuring a change management programme and getting “buy in” for change.

### Service review and continuous improvement

Establishment of a review programme and monitoring of process KPI’s.

The “hands on” course includes workshops and all training materials

Stepchange deliver Process Transformation Services to the Public Sector

⚡ Business Case Builder ⚡ Process Improvement Programme ⚡ Transformation Government