



Service Transformation Support Programme

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:

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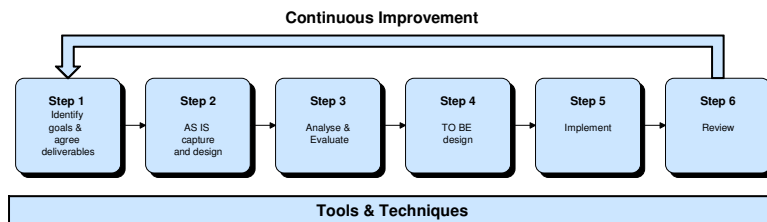
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The Stepchange process transformation programme has been successfully delivered to NHS Trusts and Local Authorities enabling them to meet the challenges faced by many Public Sector organisations in improving service delivery whilst making efficiency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

The **Stepchange Transformation Support Programme** offers Business Improvement Teams and Project Managers the opportunity to access highly experienced business transformation consultants who are versed in the latest tools and techniques designed to achieve real transformation in the Public Sector.



The Support Programme provides

Project support

Project management and project support. Use Stepchange to help design your programme in accordance with proven best practice and ensure that it achieves the desired results.

Technical Assistance

Assistance in analysing service processes using the leading process analysis product iGrafx Flowcharter 2007 and expert knowledge of process technology.

Coaching

Best practice in facilitating information capture workshops and interview techniques. Support for project managers in how to successfully develop and deliver, implementation and change management programmes.

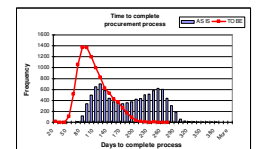
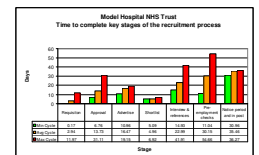
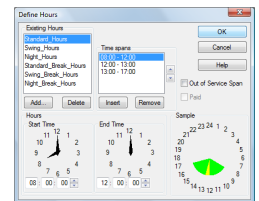
Advanced Tools and Techniques

Modelling and simulation using iGrafx Process 2007. How to make the best use of tools such as P2T2, CATWOE and SIPOC. Practical use of Lean / Six Sigma techniques and using the **Stepchange Business Case Builder**.

Benefits

Many service redesign and process transformation programmes take place over a number of weeks or months and it is often not practical or affordable to engage full time specialists.

The Stepchange **Service Transformation Support Programme** provides Business Improvement Teams and Project Managers with cost effective access to advice and support, providing assurance that their programmes will have the best chance of achieving the required results.



Stepchange deliver Process Transformation Services to the Public Sector

⚡ Business Case Builder ⚡ Process Improvement Programme ⚡ Transformation Government