

Empowering you to create better ways of working.



Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. echelonprocessfix provide powerful, proven and behaviour-changing techniques in a professionally facilitated environment.

We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

echelonprocessfix has developed a full suite of services and products based on our values of engaging the people who actually do the work using an appropriate selection of proven tools and techniques and our belief that people learn by doing.

We empower teams to analyse flaws, overcome bottlenecks and create flow in their processes. The appropriate tools correctly applied drive teams toward more efficient, more effective and more fulfilling ways of carrying out all business critical tasks. Improvements and their associated benefits are always immediate, tangible and lasting.

- ✓ Fixed cost with clear outcomes
- ✓ Provides you with the skills to continue to improve your processes
- ✓ Online tools and support using our operational excellence toolkit
- ✓ Practical learning developing skills and competencies required to deliver real improvement using a fixit® simulation



Whether you require a fix to a specific process in your organisation, training, project leadership or an organisational wide process improvement programme, echelonprocessfix specialise in facilitating your teams; delivering immediate improvement and instilling continuous improvement across your organisation.

www.echelonprocessfix.com

Office: 01707 339800 Mobile: 07968 188351

For more information contact Aaron John aaron@echelonconsultancy.co.uk

Please
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Processfix Rapid Improvement Workshop brings immediate results to Riverside

Riverside Group

Riverside Group are one of the largest Registered Providers (RP's) in the UK, with over 50,000 properties providing affordable housing to people of all ages and all circumstances.

With public spending cuts, many RSL's require a full scale reassessment of how they will deliver services in the future. In this article, Mark Burnett, Assistant Director of Property Services, explains how Riverside is continuing to improve services for its tenants.

As a charitable organisation Riverside Group is committed to achieving operational excellence in customer service by setting high performance targets, responding to customers in a helpful manner and providing value for money. Processfix was asked to facilitate a series of Rapid Improvement Workshops across its operational teams.

The number of days a property is empty is one of the key performance indicators for any housing association. At the start of the programme performance averaged 45 days. Processfix facilitated the review and improvement of the end-to-end process with representatives from across the organisation including its repairs suppliers.

With the rapid identification and removal of waste, the teams halved the average to 22 days.

Under close inspection

"Repairs is the foremost service that tenants judge us on, so it is vital that our delivery meets their expectation" explains Mark. Following a best value review of its responsive repairs service earlier in the year, Riverside initiated a Processfix workshop to improve the service from first point of contact to completion of the repair.

Mark invited representatives from across the end-to-end process within Riverside, including administrators, customer service centre operators, managers and contractor representatives.

"We have a lot of skilled and motivated customer focussed people who want to provide a great service" described Mark. "They are the ones who work in the repairs service day in, day out. It is vital that they are involved in developing their new way of working."

The team quickly identified potential sources of waste in the old process. "Repairs are logged by phone, in person at the local office, by email or in writing" described Mark.

"In one region alone, we identified over 100 separate members of staff with responsibility for diagnosing repairs, each with differing levels of skill, training and access to the relevant systems."

"Processfix do not seek to impose a ready made one-size-fits-all solution. Instead they recognise that every process is unique and has its own constraints and circumstances. Through first class facilitation they enable a bespoke solution to grow organically, thus ensuring buy in from all concerned" said Mark.

"All this is done in a fully participative, practical way, not by a series of written reports; and the benefits are being realised by all. Through reducing the number of appointments, eliminating multiple inspections and preventing the re-keying of data, we have reduced our repair promise to 15 days, with a goal of 100% first-time-fixes."

"Each Processfix workshop identified improvements that we were able to implement immediately"

Executive Director

Just some of the improvements to date:

Processfix workshops have yielded significant improvements for Riverside Group, including:

✓ Halving void turnaround time from 44 days to 22 days

✓ Reducing re-generation variance from budget

✓ Implementing a consistent responsive repairs process