

Case study: Process Maps

Overview

This fleet management company required assistance with mapping their existing end-to-end novated lease processes.

Challenge

The key challenge was to provide a solution which identified causes of rework, bottlenecks and inefficiencies in the existing processes, then considered ways in which they could be reengineered, streamlined, and automated to improve productivity and efficiency.

Solution

Michael designed, developed, and delivered a one-day workshop in which key stakeholders completed a series of highly interactive brown paper exercises to define as is and to be novated lease processes. Participants were also required to complete a pre-workshop activity to gather key information required to enable the process mapping and reengineering activities.

Elements

The key elements of this solution were:

- Process mapping
 - Instructional design
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Deliverables

The key deliverables for this project were:

- One-day Novated Leases process improvement workshop
 - Process maps (as is and to be)
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Outcome

This project identified multiple process-related causes of rework, bottlenecks and inefficiencies, as well as ways in which they could be streamlined and automated. The resultant as is and to be process maps provided a basis for ongoing continuous improvement activities. The fleet management company subsequently engaged Michael to provide the same solution to one of their own clients, a major airline.

Contact us

We can design and develop solutions to support small-scale, standalone initiatives to large-scale programs of work for major implementations. Contact us to discuss your requirements.
