processfix

Welcome

As Leicester City have demonstrated through their recent Premier League triumph, it is essential when starting out on an improvement journey to be absolutely clear from the outset of the goal and to gain the buy in of all the team involved. We know this holds true both on and off the pitch as many will remember their Processfix workshop described in our winter 2011 newsletter.

With this in mind we begin with Zeeshan Tayyeb, Finance Director at IRIS Software Group who shares his story of starting with the outset in mind and empowering his team to remove unnecessary waste and complexity from their process.

This autumn the annual Operational Excellence Network is being hosted by King's College London. Processfix work with a wide range of universities who wish to improve their processes and this year we are delighted to announce Professor Sir Ian Diamond, Chair of the Universities UK Group on Efficiency, as keynote speaker. Read all about it on the following pages and we hope you are able to join us at what looks set to be a stimulating event.

NEWSFLASH!

Leicester, UK — May 2016
Congratulations to Processfix client Leicester City for winning the Premier League

When starting with the end result is the right thing to do

Zeeshan Tayyeb is Finance Director at IRIS Software Group. When he joined IRIS two years ago, a key challenge was to look at the different processes and integration within the organisation, which has grown massively over the years both organically and through acquisitions. He has taken his organisation from local, manual processes with workarounds, to simple, standardised and optimised processes, before starting a new systems implementation project.

We asked Zeeshan about the kind of process challenges that he faced when he arrived at IRIS. "The software industry has evolved enormously over time and compared to when IRIS started, is very different. When you factor in some bolt-on acquisitions with different processes, a lot of complexity becomes built in.

There is no one reason for the complexity, it is just different people at different times, all with their reasons for doing things in a certain way, or to deal with specific issues. A great example here is one of our offices and their franking machine: they were reluctant to move from paper-based systems to electronic, as they had recently invested in a franking machine and the infrastructure around this. They were extremely worried about wasting the costs associated with this, rather than looking towards the ultimate goal, which would be to become more efficient and enable them to deal with a lot more volume under less stressful conditions."

When we talked to Zeeshan, IRIS was about to implement a new CRM and ERP system. "We decided to undertake a Processfix workshop to make sure the new system was fit for purpose and to get rid of inefficiencies. At the workshop, we looked at our sales order process, starting from a closed opportunity and finishing when the invoice was paid into our bank account."

The team focused on the ultimate outcome: for the customer, being able to use the software; for the company, getting paid for it. "By looking at the process in these two basic terms, we have taken a lot of unnecessary complexity and waste from the process."

The target has been set to increase efficiency and accuracy from 96% to 99%+. On a volume of approximately 40,000+ transactions, this will reduce approximately 1,500 errors each year, saving a lot of rework, unnecessary email traffic and phone calls. "Our team can now focus on things that will make a difference and improve the business, rather than fixing things that have gone wrong."

Zeeshan went on to explain two additional benefits that have been realised from working with Processfix. "One of the best things about a Processfix workshop is that the people who own the process work out what's happening and then own the actions to improve it. That's the beauty of it. If a consultant comes in and says "fix these 20 things and everything will be fine", people don't believe in it and at best do them half-heartedly. With Processfix, your people work things out for themselves. As a result, they have a great sense of achievement and champion the solutions throughout the organisation.

"Our team can now focus on things that will make a difference and improve the business, rather than fixing things that have gone wrong."

And then, as well as having unlocked this piece of work in the workshop, the people involved, who were all from different parts of the business, understood that any process can be streamlined using a similar approach. By taking this knowledge and focusing on the desired outcome, I am confident they will deliver process improvement in many other processes under their influence."

If you would like to know more about Zeeshan's experience at IRIS, please contact him on: Zeeshan.Tayyeb@iris.co.uk.

Efficiency, effectiveness and value for money

The contribution of process improvement

processfix

KING'S College LONDON

The Operational Excellence Network is hosting its third annual open meeting for those interested in improving practice on managing change in higher education. There will be an opportunity to share ideas and experience, network and consider how to work more collaboratively.

Processfix works with a wide range of organisations who wish to improve their business processes. Each organisation is developing their programme in their own way, in line with their strategic agendas and objectives. The Operational Excellence Network gives process improvement programme champions the opportunity to share their experiences, pool their expertise and provide continuing support.

With efficiency, effectiveness and value for money having such strong currency in higher education discussions at present, this year's workshop will focus on the contribution of strategic business process improvement to that agenda. Our emphasis, as usual, will be on maximising opportunities for the sharing of experience and ideas.

As with previous network meetings the programme has been designed to improve professional practice and provide an opportunity for colleagues to learn from others' experience across the sector. This year the focus will also be on how to support colleagues who are challenged with leading and implementing change projects all year round with the learning being captured and disseminated via the network website.

With special guest speaker
Professor Sir Ian Diamond
Vice-chancellor of the University of
Aberdeen and Chair of the Universities
UK Task Group on efficiency

"The sector is adapting to a more competitive environment, and we must recognise and master the complexity of this turbulent landscape if both success and sustainability are to be achieved"

Professor Sir Ian Diamond is Principal and Vice-Chancellor of the University of Aberdeen, an appointment he has held since 1 April 2010. He was previously Chief Executive of the Economic and Social Research Council. He was also Chair of the Research Councils UK Executive Group, the umbrella body that represents all seven UK Research Councils. Before joining the ESRC, Sir Ian was Deputy Vice-Chancellor at the University of Southampton, where he had been for most of his career.

UK higher education is a national success story.

We enjoy a global reputation for excellence in teaching and research, and our universities continue to be in the vanguard for advancing individuals and wider society, helping to solve the many problems facing people across the globe today. In addition we are seen globally as an efficient sector; one which uses every pound wisely.

However, the challenge of ensuring that we maintain this standing should not be underestimated. Many nations are investing in higher education, seeing that the higher level skills of graduates and the social and economic benefits of research are central to an advanced 21st century society. Internationally, higher education is becoming ever more competitive and UK higher education must work tirelessly to maintain our international standing and to become both financially and environmentally sustainable.

"to meet the demands of competitiveness in the 21st century, universities must work in ever smarter and more innovative ways"

In this context, delivering efficiency and value for money is an absolute operational priority. All stakeholders rightly expect efficient use of resources and in the current financially austere times investment to maintain excellence in both education and research will often come through such efficiencies. Thus, to meet the demands of competitiveness in the 21st century, universities must work in ever smarter and more innovative ways.

[Diamond, Ian. 2015. Efficiency, effectiveness and value for money. Universities UK. Foreword]

For further information and to book your place please contact our network coordinator Jenny Hocking at jenny.hocking@processfix.com

Today's programme

09:30 – 10:00	**Coffee on arrival and registration**
10:00 – 10:15	**Welcome and introduction** Jenny Hocking, Programme Facilitator, Processfix
10:15 – 11:15	**Transforming the student experience at King's College London** Tessa Harrison, Director, Students and Education, King's College London and Chair of the Association of University Administrators
11:15 – 11:30	**Morning break**
11:30 – 12:15	**Why technology is not the answer to everything at Birkbeck** Keith Harrison, Secretary to the Governors, Birkbeck

12:15 – 13:00	**The efficiency, effectiveness and value for money agenda in higher education** Professor Sir Ian Diamond, Principal and Vice Chancellor of the University of Aberdeen
13:00 – 13:45	**Lunch and networking**
13:45 – 14:45	**The contribution of process improvement plenary** Panellists to include Tessa Harrison and Keith Harrison with Mark Ricketts, Director of Process Improvement at the University of Bath and Stephen Marshall, Secretary and Registrar at the University of the Arts London
14:45 – 15:30	**Network sharing session: championing the 'to be'** Participants share experiences about championing improved process implementation
15:30 – 16:00	**Wrap up and end of workshop**

About us

Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour–changing techniques to bear in a professionally facilitated environment.
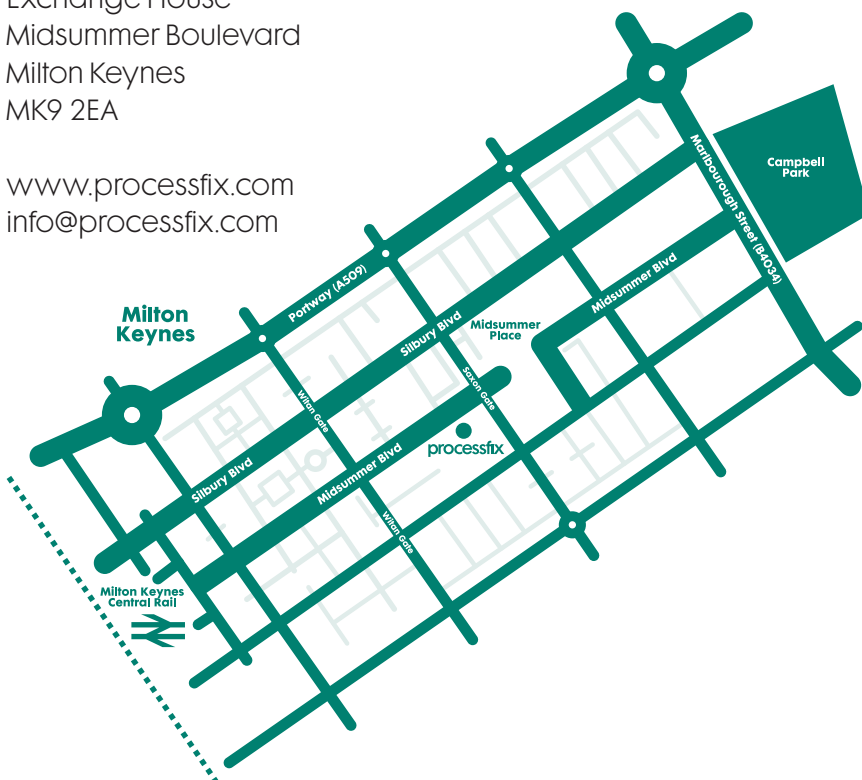
We focus on engaging your teams in their own improvement, empowering them to re–evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require Rapid Improvement Workshop facilitation, training, project leadership or an organisational wide process improvement programme. Processfix specialise in facilitating your team, delivering immediate benefits and instilling continuous improvement across your organisation.

And Finally...

Zopa, the UK's largest peer-to-peer lending service, join Network Rail, University of Brighton and Market Harborough Building Society at the recent Processfix masterclass

If you would like to find out how Processfix can benefit your organisation, please contact us at:

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Book on–line for the next Processfix masterclass at www.processfix.com

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