



## ONE-DAY WORKSHOP

# HOW TO REVIEW A SERVICE

### Introduction

NEREO has developed a robust Organisational Review model to support organisations through service redesign and restructures. The model addresses current service delivery models, organisational structures, service costs, technology and systems, and service delivery processes.

Delegates will be trained on the activities, methodologies and tools and techniques required to carry out a full-service review.

Service review and redesign sessions workshop will cover the following activities:

- Define, understand and measure the existing service models and processes
- Identify issues and service delivery process challenges
- Identify the root cause of these issues and challenges
- Establish what needs to be in place to address the issues and challenges
- Develop a revised and significantly improved new service model and service delivery processes (e.g. designing a shared & streamlined administrative process to reduce cost, reduce lead time, improve customer service & support IT enablement / automation)
- Create a detailed action plan to implement the improvements and bring into realisation
- Monitor and review and control on-going

There is an electronic guide containing **Tools, Templates and the Core Methods** that will be referred to and accessed throughout the day.

### Content

By the end of this workshop, delegates will be able to the following:

- Carry out a review, redesign and implementation of new streamlined processes and services
- Ensure the right people are in the right place at the right time
- Maximise the application of modern technology and systems, reduction of service costs and budgets
- Deliver improved customer service and support
- Implement standardised processes
- Streamline technology and processes
- Remove wasteful and non-value adding activities
- Maximize opportunities for income generation

The workshop will be based around practical exercises, using real world examples and case studies.

Participants will be given free access to the electronic tools, templates and examples when they have completed the workshop.

**Facilitator**

David Leask, Consultant, NEREO.

**Further Details**

For further information, or to book an event, please contact Maureen O'Keefe on 0191 2495874 or email [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk)