



ONE-DAY WORKSHOP

WORKING SMARTER

Overview

This session will provide Members with the Continuous Service Improvement, Redesign, and Innovation approach that will allow opportunities for making efficiencies, be innovative and use new technology where appropriate for service delivery.

The approach allows flexibility by being both pragmatic and robust enough to cover all typical Service Improvement strategies, programmes and projects. Members will develop an understanding of how using a variety of Service Improvement thinking and improvement tools can achieve improved services and outcomes.

The session will focus on:

- Overview of the service improvement approach to improvement and the key principles
- Understanding of customer value and process waste in the context of improvement
- Introduction to the core service improvement change and improvement tools and techniques
- Understand the practical application of service improvement and change tools
- Practical exercises to provide experience of applying BPI and service improvement
- Overview of the change management approach to implementing improvements
- Outcome-based modelling approaches, tools and techniques
- Benefits realisation
- Monitoring and measuring
- Delivering successful outcomes and outputs

By the end of this training module delegates will be able to:

- Understand the origins, principles and practical applications of service improvement and change tools and techniques
- Be equipped with the skills and support materials to evaluate, and monitor solutions to improve performance
- Identify, plan and realise tangible benefits to the customer and organisation
- Understand the impact of actions on the community
- Maintain sight of the longer-term goals of the organisation

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