process

Process Health Check

Any organisation can have a process; not every organisation has a process that works

Our Process Health Check is a methodical approach to reviewing an organisation's process.

We do this by exploring the significant variables in successful deployment to making it's use a success.

We explore eight distinct aspects of the creation, delivery and use of your process.
We do this by gathering...

QUANTITATIVE INPUT:

Access to your process related tangible materials, such as documentation, procedures, induction presentation, quick references, etc.

QUALITATIVE INPUT:

30 minute structured conversations with personnel who are involved in creating, deploying and using the process.

The 30minute structured conversation is a crucial part of the Health Check.

We allow you to describe your personal experiences in using or interfacing with the process in a non-attributable conversation.

This can help establish true working practices, examples of good practice and strengths, and identify consistency or inconsistencies.

You don't need to do any preparation as such in advance, though feel free to take anything with you which you think illustrates some aspect of your experience in using the process.

We're not looking for 'right' or 'wrong' answers - just for you to talk about your personal experience.

It may differ from others, but that's fine as we want to have anecdotes and experiences to supplement our review of the tangible process materials.

EVALUATION
ENGAGEMENT
COVERAGE
CONSISTENCY
EASE OF USE
CLARITY OF ROLES
ACCESSIBILITY
SUPPORT

DESIGNED FOR BUSINESS

ENGAGEMENT
COVERAGE
CONSISTENCY
EASE OF USE

Observations & Recommendations

Observations & Recommendations

We then traffic light each of the eight aspects to give an initial high level view of our assessment, but also provide detailed observations to support that assessment and most importantly recommendations on what could be improved.

Our Process Health Check in more detail →

We explore eight distinct aspects of the creation, delivery and use of your process.

Are there reviews of the process effectiveness?
What is the mechanism for continuous improvement?

How is the process communicated?
How aware are people of its existence and purpose?
How is it given gravitas and identity?

How is awareness training provided?
What ongoing support is available?
How easy is it to access further support and is it adequate?

Does it cover all typical scenarios?
Does it deal with atypical scenarios?
Is it clear what is covered/not covered?

EVALUATION

ENGAGEMENT

SUPPORT

COVERAGE

ACCESSIBILITY

CONSISTENCY

How easy is it to access the process detail, tools, and documentation?
Do people know where to find materials and tools?

How does it deal with 'exceptions'?
Is it applied consistently across the organisation?

CLARITY OF ROLES

EASE OF USE

How clearly defined are roles and responsibilities?
Are roles correct and consistent?

Does the design of tools and materials make for ease of use?
Are there 'quick reference' materials?

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