

Building more productive Government services in 2021

Use COVID-19 work from home as an opportunity to create more productive processes

By Stephen Grech, Director, Doing Business Better

Over the past 30 years, the need to improve productivity has never been as important as it is today. COVID-19 requires work to be performed differently. Processes need to be easier and faster to use. Communication between staff also needs to be more effective.

Redesigning processes and delivering productivity gains the right way will save staff time, make work easier to perform, and deliver better services to your clients. As we face some leaner times ahead, we need to ask: Are we really doing enough now to be capable of sustaining service delivery into 2021?

Online virtual staff workshops are now the norm. They are an effective way of maintaining visual connection with your staff at the same time as they work together to:

- achieve performance targets of timelines and quality
- simplify and standardise work
- make work easier and faster to perform
- improve customer experience
- reduce the cost of service delivery
- release staff capacity to reinvest in other front-line services
- improve organisational reputation

The time to deliver government programs and services can always be improved. All business processes contain some activity that wastes time and effort. On average, more than 30 per cent of business process activity does not add value from the customer's perspective. This creates an opportunity for organisations to do more with the same or less, and provide an improved customer experience.

Increasingly, organisations are embracing the financial, quality and workplace improvement benefits of adopting a 'Lean Thinking Continuous Improvement' approach to process improvement. Lean Thinking provides the tools to perform the same tasks with fewer steps, faster turnaround, with less cost and minimal delays. The correct application of Lean Thinking Continuous Improvement methods, tools and techniques will empower Government to achieve a number of objectives, including greater efficiencies and effectiveness, optimisation of service delivery and a proactive contribution to productivity targets.

Lean Thinking process and productivity improvement principles, tools and techniques, including 5S and Value Stream Mapping, are highly engaging methods to harvest savings, achieve significant productivity improvement, contain costs and improve workplace safety.

Lean Thinking is relatively easy to understand and quick to deploy and implement. Productivity improvement should become a major focus for Government as we approach delivering services in a new way.

Doing Business Better is Australia's most experienced Lean for Government consulting and training company.

Virtual Lean Thinking training and consulting is available during COVID-19 to upskill staff, create internal capabilities and make process improvements. On site face to face training and consulting is also available.

Contact Stephen Grech on email sgrech@doingbusinessbetter.com.au or telephone Stephen Grech on 0448403094 to discuss our range of Lean Thinking training and process review consulting services.

Visit our web site at www.doingbusinessbetter.com.au for more information about your suite of services.