# Create processes that makes work flow faster, easier to use

# Request for Content: The process was not clearly documented. Roles and responsibilities were unclear. Who does what and when was not defined.

### **Problem statement:**

The process for requesting content was unclear between staff across multiple teams. Staff were unsure when they should and should not be involved in certain parts of the process. It was unclear who and when they should initiate certain action and whom they should be communicating with. The process was not documented and the way the process was handled varied between staff and circumstances.

### **Goal Statement:**

As a team, design a clear, and fast flowing process that everyone agrees will reduce the lead time from start to end and provide clarity of roles, responsibilities and timeliness. Document the future process and train staff to perform the process to the new standard.

### Methodology:

- Formed a cross functional team to design a process that has clear roles, responsibilities and timeliness.
- Identify process problem with the current process.
  Determine the root cause of existing process problems.
- Generate ideas for improvement which will be incorporated into the design of a future process.
- Document a Future State process map for managing Request for Content involving a member of each team
- Develop an efficient, fast flowing and transparent future state process map together with members of each team involved in the end-to-end process.

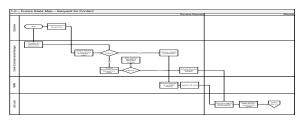
### Outcome:

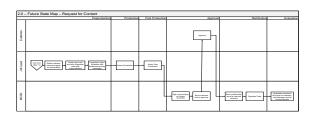
- Only 6 key changes are required to establish and sustain an efficient and effective process flow.
- Lead time and double handling will reduce by creating:
  - 1.A new Request for Service form to improve clarity and ensure all required information is provided upfront.
  - 2.A Project Schedule for the Job Lead will cover all required issues.
  - 3.A Contact list makes it clear who should be contacted.

# **Ideas Register**



## **Future Process**





# Engage staff to improve the way they work and be more productive