

STRUCTURE & PROCESS IMPROVEMENT CASE

INTRODUCTION

A healthcare organisation needed support to improve their organisational capability, to increase their productivity and performance.



SOLUTION

We provide a total scan, that measure the activities of all the employees, define the workload and deliver a dashboard for the management to see the blind spots to work on, to change the key processes on each element. We change the processes with the DMAIC & LEAN methodology,

we created LEAN teams to improve the work process and mindset on a daily bases. With the Prince2 project management we guide the management to ensure that strategy was key in the implementation of all key-processes trough change and communication management. After designing a new workplace and activity register, we set up a management system to follow-up their productivity. We guide people in their personal development to increase the potential of the organisation.



S A G E F L O W

CHALLENGE

This organisation needs to move to inside a hospital, they needed new workplace design and increase their productivity and the performance of their 150 employees of the department R&D and production, to improve their revenue because the need to invest in business expansion.

RESULTS

In just 13 months, we where able to redefine and simplify all processes and improve the organisational structure and capacity, we reorganise the operations and increased the performance and production with the same workload with 33% reduction that's 50 employees on a daily basis!

We also developed a organisational & personal development program for these 50 people, so they improved their skills and could be re-placed on other functions within the organisation.