



HELPING YOU GET READY FOR TOMORROW BY WORKING BETTER TODAY

We know you need to enhance citizen engagement, digitally enable your operations and drive increased quality across your services – all whilst spending less.

Glue Reply is an outcomes focused Strategy & **Enterprise Architecture** Specialist trusted by public and private sector organisations alike to solve complex problems. We help our clients succeed by turning strategy into tangible solutions and vision into practical outcomes. We diagnose the challenges and advise on the way to make real impact enabling you to deliver meaningful change.

Glue Reply Head Office

38 Grosvenor Gardens London, SW1W 0EB, United Kingdom

≅ +44 (0) 207 730 6000 **€** glue@reply.com

A NEW DAY, EVERY DAY

Organisations that combine the right operating model with superior execution are winners - in good times and bad. It is no surprise then that superior execution is becoming an increasingly critical differentiator between those that thrive and merely survive.

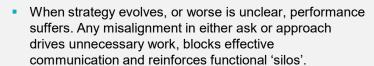
Turning processes into long term performance drivers requires a combination of determination, discipline and dedication. For most Organisations, it also requires radical cultural change that few will find painless – but the rewards, in terms of effectiveness, efficiency and predictability, will be well worth the effort.

WHAT IS OPERATIONAL EXCELLENCE (OE)

Business processes inherently carry with them inefficiency and they force people to behave in specific ways. If these processes are complex and broken then the performance of even the best people will be heavily constrained. Operational Excellence enables you to better align how your people work, what they do and why they do it – enabling you to both keep your promises and greatly improve efficiency and productivity.

HOW OPERATIONAL EXCELLENCE (OE) HELPS YOU

Set Clear Direction





OE helps challenge culture and change working practice
 it encourages collaboration and eliminates waste.

Improve Decisions Technology isn't always the answer. Automation and digitisation rarely succeed if people aren't first working efficiently, or processes are not fit for purpose.



 OE helps you see where a technology solution will work best, but where the issue is more fundamental, we'll address that first - helping you avoid wasted investment.





 Different services, customers and partners create differing value. Supporting each in the same way often drives excess cost.

 OE helps you better understand your current performance – helping you to focus your effort on those initiative's with the potential to add the greatest value.

We transform. We deliver. Together.

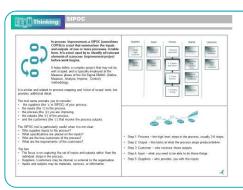
HOW WE WORK WITH YOU

We AIM, we deliver. Our Operational Excellence engagement model is built around three key elements –

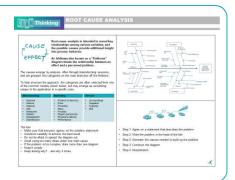
- Assess Understanding your organization and its goals; completing audits & finding improvement opportunities;
- Improve Identify, enable and execute initiatives that contribute to realising a step change in your performance;
- Maintain Sustain the value gained; empower your people to achieve more.

	ASSESS	Align	IMPROVE Shape	Deliver	MAINTAIN
FOCUS The right work	 Understand strategic objectives Identify performance issues Complete gap Analysis 	Agree focus areasPrioritise initiatives	 Customer Focus Metrics and Measures Benefits case Employee engagement 	Project ScopeResource AllocationProject Execution	 Benefit realisation Sustained change Lessons learnt
METHOD Done right	Observations and interviewsPerformance assessmentDesk based analysis	 Workshops to drive different thinking and behaviours 	 Case for change Training & development Project management infrastructure 	Project chartersCoaching & employee support	 Business process management Project, KPI and financial tracking
ENVIRONMENT In a supportive environment	 Stakeholder analysis 	Vision alignmentComms planLeadership support	RolesRewardsCareer paths	 Leadership development See one, do one, teach one 	Performance objectivesContinuous improvement culture

A SAMPLE OF OUR TOOLS



- It isn't always clear where the boundaries of a process are. In many situations, processes appear to flow seamlessly from one to another.
- Creating a SIPOC with clear start and stop points quickly brings clarity to this question focusing effort, adding analysis and enabling improved stakeholder communication.
- Typically done at the beginning of a Root Cause Analysis, Ishikawa diagrams help in finding out where a problem is and organising the causes for a problem.
- Using the data that is gathered from this diagram, you can find out where a process is faulty or underperforming, and see where you need to make appropriate changes for process improvement.



"Most people spend more time and energy going around problems than trying to solve them. By working together, we enable you to adopt and embed a wide range of business improvement tools across your organization.

By applying lean thinking we help you avoid waste improve standards and drive productivity — contributing to improved service delivery, a more engaged work force and lower costs."

John Sidhu Partner

