



Operational effectiveness

Maximising productivity, reducing costs and improving services



Our Operational Excellence team provides a wide range of cost effective and flexible business improvement solutions to help you achieve the best levels of performance from your operations.

Creating a sustainable business model whilst meeting the expectations of customers is a challenge facing most businesses today. Yet, seeing this challenge as an opportunity to improve how customers engage with your service can help your organisation thrive and stay at the forefront of your market.



Client A

Business drivers

- Improve customer experience
 - Increase efficiency
 - Process Improvement

Key focus areas

- Resource planning tools and standards
- Business process modelling and reengineering

Outcome

- Average customer processing time reduced by 29%
- 15% FTE saving



Client B

Business drivers

- Reduce costs
- Improve productivity

Key focus areas

- Organisation re-design
- Outputs rationalisation

Outcome

- 32% total FTE saving
- 15% improvement in productivity
- Rationalised customer outputs (reduced by 30%)

Our people provide the knowledge and experience to support and work alongside you to identify opportunities and deliver sustainable improvements.

Whether you are working in the public or private sector, you can be confident that our people are 100% committed to delivering outstanding results that benefit your business.

Our team are not only skilled Lean Six Sigma practitioners with extensive experience gained on continuous improvement programmes, but also have the practical knowledge and understanding of the day to day operational activities and the challenges you face.

How can we help you achieve this?

Looking beyond traditional strategies we use the practical knowledge we have gained as the UK's leading professional and support service organisation to help businesses evaluate, recognise and realise opportunities for improvement.

Working on-site alongside your staff our practitioners use a proven methodology to gain an understanding of your current business and identify where opportunities for improvements can be made.

Following our analysis, we will present a comprehensive report of our observations, findings, recommendations and a breakdown of the benefits you can expect to realise.



Client C

Business drivers

- To manage activities during a large scale platform transition and implementation
- Provide stability to business during transition periods
 - Prepare staff for change

Key focus areas

- Project management planning and reporting
- Business process modelling and reengineering
 - Training

Outcome

- Complete suite of support material, user guides and procedures
 - Standardised procedures and documents
- Staff fully trained and cultural changes embedded



Client D

Business drivers

- Improve productivity

Key focus areas

- Resource planning tools and standards
 - Organisation re-design
- Business process modelling and reengineering

Outcome

- 35% productivity improvement
- Improved operational control
- Service quality metrics improved

We deliver

Our detailed report will give you recommendations where improvements can be made. Our experts will then work with you to decide and prioritise which recommendations you wish to progress and agree an action plan to take forward. We will create a comprehensive and workable solution, in line with your requirements to deliver immediate business benefits.

We know it's important to you that improvements are sustainable and we will work with you to bring about any cultural shifts needed to prepare your team to embrace change at a pace appropriate to your business needs.

You will have an experienced project manager leading the delivery, working with you every step of the way to provide the immediate support and guidance you need at every stage of the journey.

We share our expertise

Our training services are led by experienced practitioners with a desire to make a real difference to your business. We believe training should be engaging, relevant and fun, in order to achieve the outcomes you need.

Our training drives continual improvement, helping maximise customer value and minimise the areas of waste in processes, while creating enhanced customer satisfaction and eliminating wasted resources.

All our training can be delivered at a time and place to suit you and we offer customised and bespoke programmes to meet your specific needs.



Client E

Business drivers

- Improve customer experience
 - Process improvement
- Maintain Service Level Agreements

Key focus areas

- Operations Framework review

Outcome

- 20% reduction in call volumes
- Sustained Service Level Agreement performance

We are dedicated to continuous improvement

We are not just focused on delivery: our continuous improvement ethos is embedded in every implementation, ensuring your required level of Operational Excellence is met.





At Capita, we help you implement cost effective solutions that will improve your business, whether it's by **reducing costs, maximising productivity or enhancing customer experience.**



We work in partnership

We know timing is crucial and understand there are demands on every business, often at short notice, to achieve business targets. We will work with you and agree timescales to ensure your critical business needs are met.

About Capita

Innovation is at the heart of Capita and we are proud to be listed by Forbes magazine as one of the top 100 most innovative companies in the world. We are the UK's leading professional and support service organisation, providing an integrated range of services to public and private sector clients with the majority of our business involving the delivery of change, transformation, outsourcing and large ICT solutions.

We have a national perspective but also a local focus. As a organisation, we offer the strength and stability of a major organisation but with the flexibility of a local, trusted business partner.

Capita concentrates on meeting each client's specific objectives and challenges, utilising a wide range of in-house specialist resources, extensive capabilities and partnership working.

For more information
please contact:
oeservices@capita.co.uk

Listen
Create
Deliver