



New Norms

RAPID Process Improvement.. Remotely

April 2020

V1.0



Process Optimisation Proposition



Eliminate

Does the process need to be performed at all?
We aim to identify waste within processes and aim to quickly eliminate non-value adding tasks

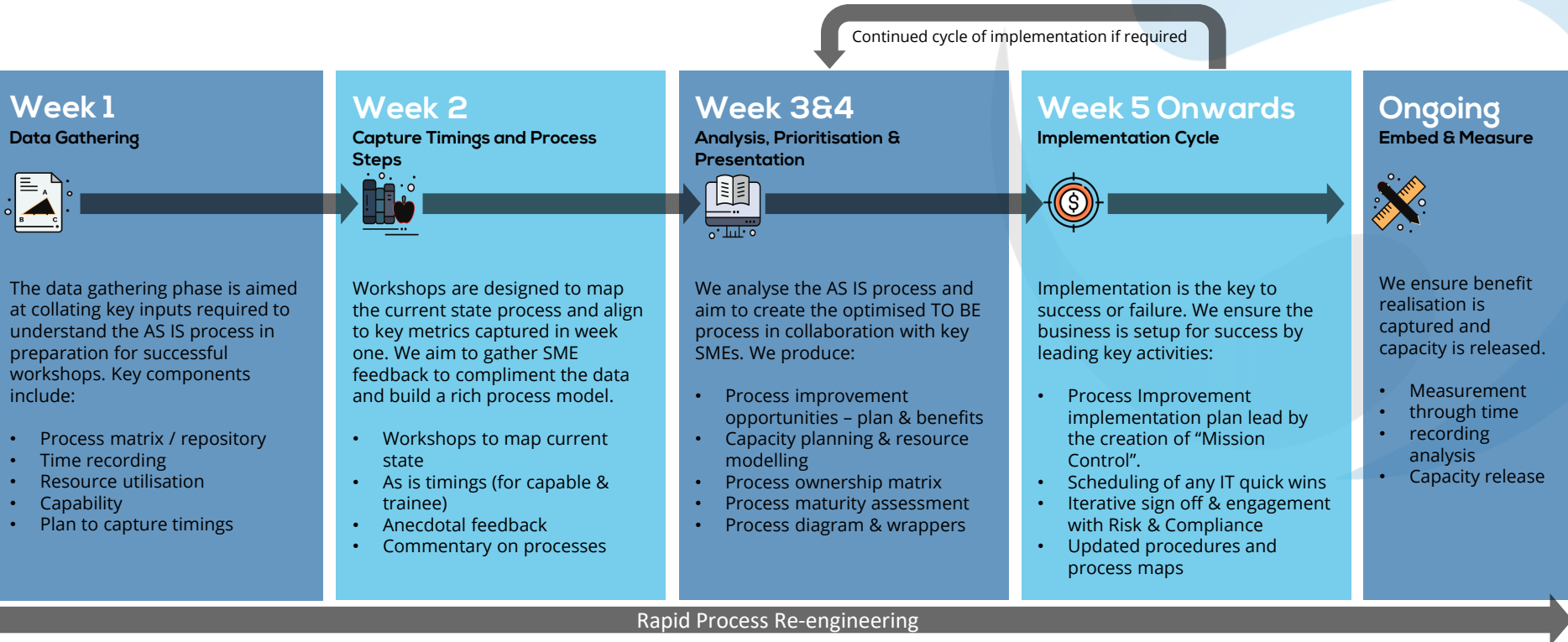
Digitise

Should the process sit within a digital proposition with fully automated customer journeys?
Should the process be fully self service with only exceptions handled by a person?
We help define digital service propositions including end to end customer journey modelling.

Optimise

We seek to re-engineer processes to eliminate waste and create a more efficient end to end process delivering the outcomes customers demand.
We evaluate the use of robotics and offshoring against the end to end process as well as individual process steps.

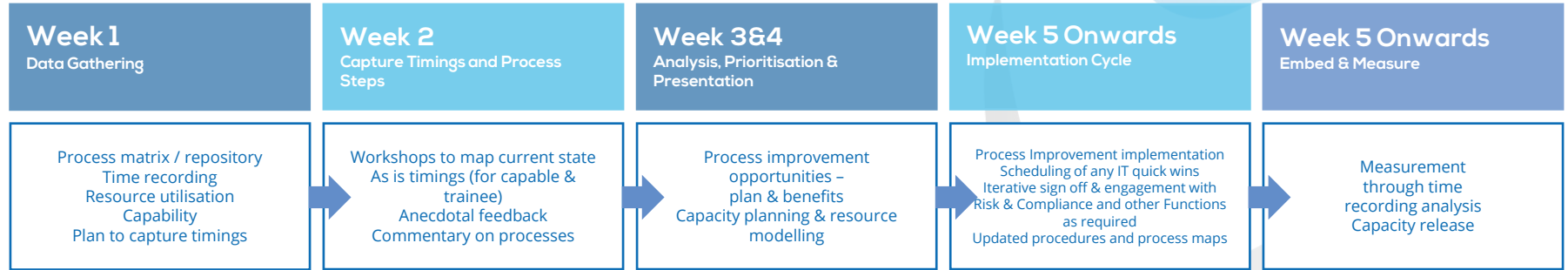
Process Optimisation Approach



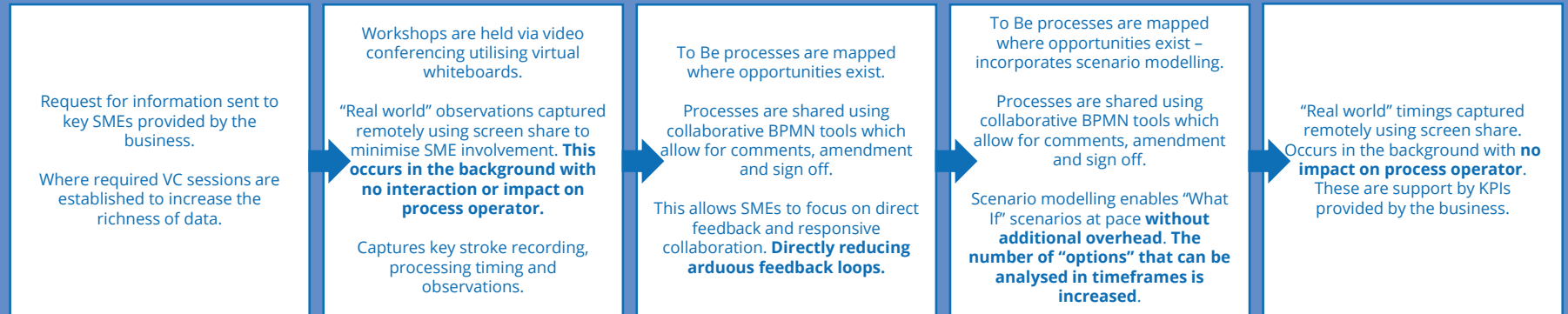
Timescales will depend upon the number and complexity of the processes.

How do we approach this remotely?

Whilst being onsite is always preferable, our robust approach allows us to achieve the same outcomes regardless. We are able to incorporate partial or full remote facilitation depending on client need.



Remote working methods



Continual collaboration, interaction and governance via video conference

Tooling In Action

Remote working methods

Request for information sent to key SMEs provided by the business.

Where required VC sessions are established to increase the richness of data.

Workshops are held via video conferencing utilising virtual whiteboards.

“Real world” timings captured remotely using screen share which occur in the background with **no impact on process operator.**

To Be processes are mapped where opportunities exist.

Processes are shared using collaborative BPMN tools which allow for comments, amendment and sign off.

To Be processes are mapped where opportunities exist – incorporates scenario modelling.

Processes are shared using collaborative BPMN tools which allow for comments, amendment and sign off.

“Real world” timings captured remotely using screen share. Occurs in the background with **no impact on process operator.** These are support by KPIs provided by the business.

Continual collaboration, interaction and governance via video conference

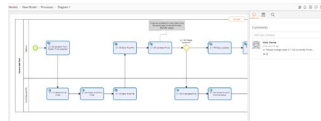


Utilisation of teams functionality.



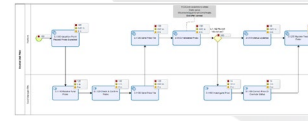
Utilisation of Microsoft Whiteboard to replicate face to face workshops.

Removes necessity to understand process mapping standards or tooling.



Tools such as Bizagi Modeler or IBM Blueworks allows for real time collaboration on processes.

Working simultaneously in a shared workspace with real-time notifications and comments.



Tools such as Bizagi Modeler enable scenario modelling.

Quickly establish the impact on a process by changing process steps or resourcing elements.



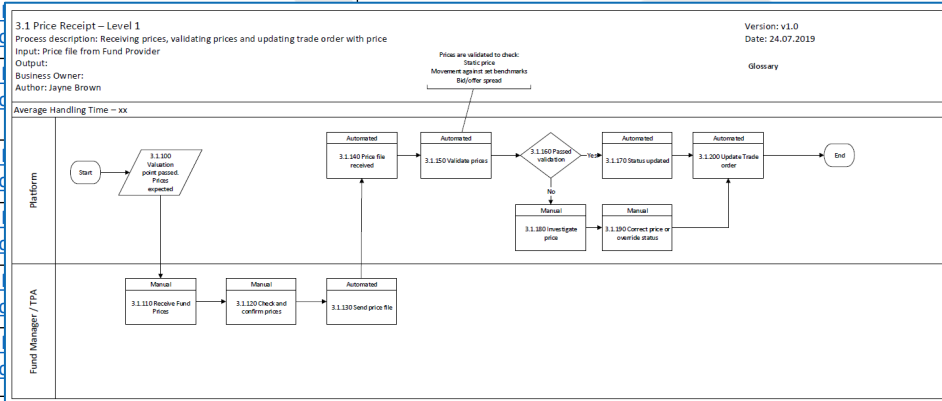
Utilisation of teams functionality.

Process Catalogue

Where existing documentation does not exist, Simplify's rich process catalogue detailing best practice can be utilised to **reduce effort and accelerate the workshop phase**.

Our model holds detailed processes covering a wide range of activities performed in a Wealth environment which can be quickly tailored to our clients needs so workshop's don't start with a blank page. **A fast start enables rapid results.**

Level 1 - Capability	Level 2 - Service	Level 3 - Process	Level 3 Description	Process Diagram
3. Pricing	3.1 Receive unit price	Receive Unit Price	Unit price is received and applied	3. Pricing\Automated order pricing and settlement process.xlsx
3. Pricing	3.1 Receive unit price	Record Price History	Maintain a record of previous prices	3. Pricing\Record Price History process.xlsx
3. Pricing	3.2 Validate unit price	Validate movement of price	Validate movements of price within an agreed/configurable tolerance against the previous day's price	3. Pricing\Validate unit price process.xlsx
3. Pricing	3.2 Validate unit price	Manage Price Exceptions	Manage any pricing exceptions such as Dilution Levies and adjustments	3. Pricing\Manage Price Exceptions process.xlsx
3. Pricing	3.2 Validate unit price	Validate bid offer spread	Ensure that the bid and offer prices have moved consistently	3. Pricing\Validate bid offer spread process.xlsx
3. Pricing	3.2 Validate unit price	Validate static price	Ensure that the price has moved, in line with the market	3. Pricing\Validate static price process.xlsx
3. Pricing	3.3 NAV Creation	NAV Calculation	Collation of underlying unit prices to value an asset on a daily basis that a customer will invest in	3. Pricing\NAV Calculation process.xlsx
3. Pricing	3.4 Update order	Update Trade Order	Update any orders containing the appropriate asset with the validated asset price.	3. Pricing\3.1 Receive Unit Price\3.1 Price receipt.vsdx
3. Pricing	3.5 Apply Price to Contract Note	Apply Price to contract Note	Make price available for trade confirmation	



Case Study: Process Modelling & Optimisation

Overview

In a competitive tender process we succeeded in winning the bid to map Customer Experience processes for a life and pensions business, delivering hundreds of maps in a standard format with a supporting assessment of the overall risk and control environment.

We worked closely with key stakeholders to define a standard that could be embedded and sustained, increased knowledge and understanding of the approach and method and provided the client with a baseline set of maps for them to evolve.



**No. of processes
mapped in four
months**



**1,200 controls
captured,
assessed and
improvements
identified**



**91 workshops held
in
14 weeks**

Approach

We utilised our own process mapping framework; a pragmatic, proportionate approach to mapping end-to-end processes that is appropriate to the intended audience.

We held workshops with key experts, mapped remotely, shared for review, then undertook assessments for control effectiveness and process optimisation.

We undertook training with our client to help transition mapping responsibility to them and provided peer review and oversight to ensure consistency and alignment to standards.

Results

We left our client with detailed process maps documenting all of their customer experience processes and with a comprehensive assessment of their control environment.

This helped to satisfy a regulatory requirement and provided the foundations for increased operational efficiency and risk awareness.



Simplify Consulting