



## LASER™ - Lean Approach to Service Evaluation and Re-design

**Sequena equip public sector organisations with a 'lean six sigma' approach to identify, design and prove substantive change in service delivery cost and performance.**

Our Lean Approach to Service Evaluation and Re-engineering programme - **LASER™** - is specifically designed for local authorities throughout the UK. The Sequena team can review a priority area for the Council using our proven approach:

- People-based workshops for maximum effectiveness and buy-in from those involved in the service
- Transformation tool used supports people-based workshop approach:
  - Easy to understand graphics for capture, analysis, evaluation and re-engineering of the key processes
  - Rich process maps and process information
  - Determines costs, bottlenecks, resource utilisation and organisational impacts
- Reveals the business case for change or not!!

The deliverables from a LASER™ review are:

1. Roadmap of activities to achieve substantial improvement in cost of delivery and performance
2. "AS IS" and "TO BE" process maps for the key processes reviewed in the specified service
3. Evaluations of process performance in each case including comparison between the process maps to quantify the performance improvements expected
4. Business case metrics including financial analysis of savings from the roadmap implementation

LASER™ provides a compact, focused review for transforming service delivery for local authorities e.g. benefits claims, housing repairs, housing applications, social care assessment, planning, building control, environmental health, waste & recycling, cleansing and other service areas.

This approach has already been used in many local authorities including Stevenage, Macclesfield, Newcastle-under-Lyme, Nottingham Rushcliffe, Manchester City Council, Kennet District Council, North Herts District Council, Renfrewshire Council and others.

Sequena can provide a LASER™ review to explore the viability of a major technology implementation such as the implementation of mobile working or document management or to design new integrated services.

### LASER™ reviews

- Service Transformation priority review capability
- Rapid implementation
- Roadmap of activities to achieve substantial improvement in specified area

### LASER™ methodology

People-based workshop approach ensures buy-in from staff:

- Highly visual
- Activity-based (ABC)
- Co-creation of change
- Explores vision and creative thinking

### LASER™ technology

- A powerful transformation tool to visualise and evaluate service activities
- Intuitive graphical user interface
- Rich visualisation of service tasks
- Reveals the business case for new initiatives

### LASER™ reviews in 2007/08

- Planning & Building Control
- Occupational Therapist Field Services
- Customer Service Centres
- Revenues & Benefits
- Housing CHRA
- Waste & Recycling
- Housing Repairs
- Cleansing