



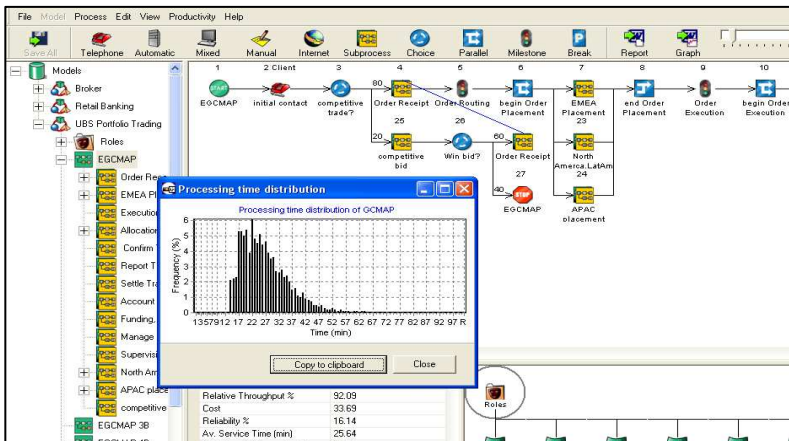
MyLASER™ - My Lean Approach to Service Evaluation and Re-design

Sequena enable local authorities to carry out service transformation across the Council to achieve substantial improvements in cost of delivery and performance against local and national indicators.

In response to government initiatives such as Gershon, e-Government, Priority Outcomes and the latest spending review (CSR07), Councils must find a practical way of transforming service delivery.

The MyLASER™ is a lean six sigma based 'customised' programme which provides that "do it yourself" capability. MyLASER™ consists of the right combination of people skills, process skills, technology and methodology provided through a professional programme of knowledge transfer enabling a Council in-house team to:

- Review the specified service delivery area
- Build a roadmap of activities with the service team to achieve service transformation
- Work with the service area team on an ongoing basis to implement a continuous improvement cycle
- Carry out the service/process reviews rapidly, capturing the rich output required very quickly, ensuring real work continues and change is implemented fast to bring cash releasing savings



Visualisation tool screenshot (above) – rich output

With MyLASER™, a Council's in-house team will have the 'robust and sustainable programme' required to review service delivery across all areas of the Council in priority order.

LASER™ / MyLASER™ reviews in 2007/2008 include all areas of Planning, Social Care Occupational Therapist field services, Housing (CHRA), Waste & Recycling, Customer Service Centres (CSC), Revenues & Benefits and IT services.

MyLASER™ programme

- Service Transformation programme for the Council
- Knowledge Transfer to Council's in-house team
- Rapid implementation
- Robust programme for reviews across multiple service areas

MyLASER™ methodology

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

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

MyLASER™ technology

- A powerful tool to capture, evaluate and simulate key processes
- Intuitive graphical user interface
- Rich visualisation of service tasks
- Reveals the business case for new initiatives

MyLASER™ knowledge transfer

- Professional programme
- Expert Service
- Team fully-enabled in rapid time
- First LASER™ review included
- Process best practice