

CAPITA



Business Process Review

Take full control of your systems and processes and improve performance and efficiency with Capita's Business Process Review.

We can help you realise the potential of your systems, software, and staff and clarify your objectives whilst assisting you to:

- Understand current business processes
- Identify business processes that are in place and are successful
- Identify business processes that are in place but are not meeting staff and student requirements
- Identify which functions are integrating together and identify areas where better integration can be achieved.

Consultation

Specify your objectives to the Capita Consultant and we deliver a detailed, focused plan to meet your institution's requirements. Your consultation will include an outline of methods to measure best practice and compliance with sector and agent requirements. In addition we carry out an assessment on the capacity of your system's functionality to resolve duplication of effort and assist in management reporting.

Approach

The Capita Consultant will assess your institutional history in context with your strategic plan. We undertake structured interviews with the key personnel relevant to your processes. We assess policies affecting processes and produce full process diagrams and narratives to illustrate current practice, including metrics and standards to agency requirements. We use comparator analysis to help benchmark performance and objectives.

Findings

We provide an in-depth report of our findings as part of a detailed analysis and options appraisal. We review the administrative framework, key staff responsibilities and competencies affecting service, as well as performance indicators used to demonstrate your requirements for change.

Recommendations

We produce recommendations for change that include:

- Data collection - ownership and maintenance of data
- Structural economy
- Efficiency options
- Effectiveness options
- Policy issues
- Staff training and development.

We analyse and summarise benefits in relation to best practice and costs, and help implement standard, measurable processes that assure quality and compliance. By providing illustrative process maps with explanatory narratives to demonstrate how improvements can be made, we can assist with change management and implementation.

A fully assessed Target Operating Model using proven methodology and the full experience of Capita's professional services consultancy team will also be included.



For further information please contact your Account Manager or email us at CRM@capitafhe.co.uk