# Process Improvement Modelling and Optimisation

Our systems-based approach and application of cutting edge data science will allow you to implement optimised and resilient strategies to deliver your organisation's goals at reduced risk and cost.

# Service Definition

Our Process Improvement, Modelling and Simulation service provides insight and evidence to improve organisational efficiency at scale. We apply cutting edge data science techniques such as Machine Learning combined with systematic methods like 'TOGAF' to document and analyse enterprise processes, produce simulation models and provide evidence for business cases.

# Service Features

- Process measurement, control and capability assessment
- Modelling, identification and quantification of process variation
- Stakeholder collaboration and understanding the voice of the customer
- Modelling of 'As is' and 'To be' processes
- Wide range of approaches (e.g. root cause analysis, control charts)
- Data analytics and statistical analysis to identify trends and causes
- Robust business intelligence and enterprise architecture techniques
- Day-to-day process automation using COTS and ML tools
- High fidelity flow modelling and simulation to evaluation and validate
- Applicable across material flow, logistics, operational strategies, to organisation scale
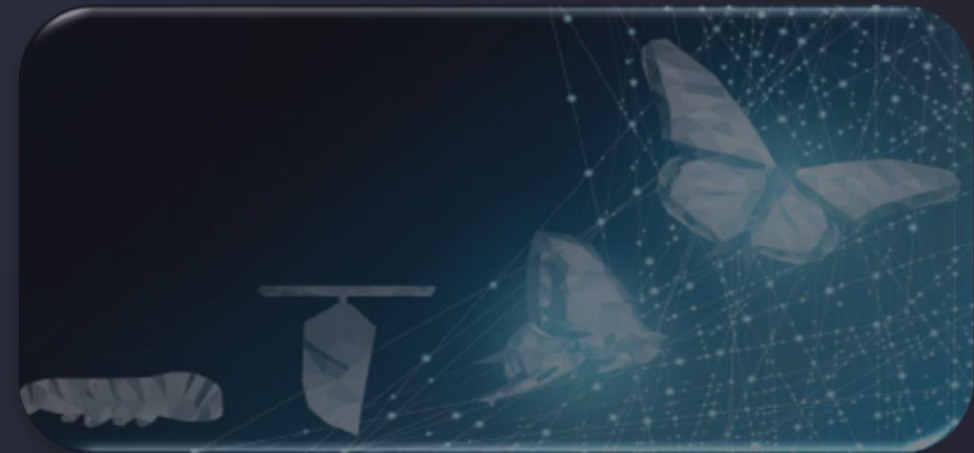
# Service Benefits

- Evidence and data based decision making in process solution development
- Quantified and visual measures of process quality
- Sustainable and repeatable process solutions and improvements
- Structured and focused process improvement projects
- Translation of data into information informing process improvement
- Robust, industry standard methods and documentation
- Clear and visual recommendations for change
- Develop and trial interventions in a simulation to de-risk change
- Rapidly compare and optimise strategies using modelling and simulation
- Reduce error-prone and labour-intensive tasks using targeted AI and automation

# Detailed Service Definition

We apply robust and repeatable techniques to document, measure, analyse and improve business processes. We take a methodical approach to identifying the dominant factors impacting performance, prioritising quick wins and early improvements.

# Detailed Service Definition

Our systems engineering approach provides a solid foundation on which to build ongoing improvements. We use techniques such as Model-Based Systems Engineering and TOGAF methods as industry best practice to structure and document analyses. Each project is tailored to the specific scale and complexity of the problem.

We reinforce our analyses and recommendations with quantitative evidence drawn from data analytics and process modelling and simulation, aiming to identify optimal and robust solutions.

Our (Lean Six Sigma black belt) consultants work with you to identify day-to-day bottlenecks and opportunities for improvement, implementing changes ranging from spreadsheet engineering, process automation, data migration/integration, dashboarding and reporting, machine-learning to full software application development.

# Why Frazer-Nash Consultancy?

We are an independent consultancy offering a broad range of cloud consultancy services. We have been at the leading edge of digital engineering and software development for over 35 years. We are 'solution agnostic' and provide truly independent advice. We are not tied to any hardware or software products; we design cloud-based solutions which are built on knowledge acquired from a broad range of applications developed across multiple platforms. We utilise this knowledge to add value to our clients through the technological advantages offered by cloud integration.

# Our Commitment to Quality

From every aspect of engagement and communication we are committed to providing services and deliverables of the highest quality, to ensure we continually meet and exceed the expectations of our customers. Our processes include suitable controls to ensure progress is closely monitored and decisions are appropriately scrutinised.

In addition to a project manager, every project has a dedicated project supervisor (who impartially monitors and approves monthly progress reports) and dedicated project auditor (who ensures quality is followed). At a deliverable level, all customer outputs are verified for technical accuracy, and approved as appropriate for their purpose by two independent reviewers. Our Quality Management Systems is certified to ISO 9001 and the TickITplus scheme (for software development).

# Our Security

Our processes and certification are fit to handle sensitive and classified information up to Top Secret. The majority of our staff are security cleared to at least SC and over 200 of our staff hold DV clearance. We are also experienced in handling highly sensitive commercial information, with the ability to separate teams as necessary for security and conflict of interest requirements. Our IT systems are certified to ISO 27001 and Cyber Essentials Plus.

# Our Approach to Subcontracting

Our large base of full-time staff can be supplemented where required through partner companies and trusted associates providing us with flexibility and scale whilst retaining control. We are adept at quickly subcontracting a range of organisations when needed, from sole traders to large multinational companies, through the lifecycle of a project. Our processes focus on identifying, assessing and contracting an appropriate supplier; defining a scope of supply; flowing down terms and conditions where appropriate, and managing risk to ensure the purchase is delivered on-time, within budget and to the required quality. This includes undertaking a due-diligence process to commercially and technically 'approve' the suppliers we work with.

# Resourcing



We employ over 1200 technical staff across all grades, from Follow to Set Strategy, with a vast range of specialities, backgrounds and experiences. To enable agile and flexible resourcing, we are grouped into a range of technical delivery areas (e.g. Information Systems, Cyber, Modelling, Software etc.), which can be applied to a range of sectors (e.g. Central and Local Government, Police, Health, Energy). This resource focus combines with our strong portfolio, programme and project management to allow us to monitor demand on a dynamic basis and respond to the changing demands of the project through its lifecycle.

Our staff work across a range of industry sectors allowing us to 'cross-pollinate' ideas and techniques between different domains. We build teams, led by a single responsible project manager, that are tailored to the specific challenge.  We are fortunate to have a diverse range of capabilities within the same company, including information security, and human factors specialists. This allows us to efficiently and promptly deliver multi-disciplinary projects that meet your specific requirement.

# Our Commercial Approach

Our commercial approach is flexible to provide best service and value to our clients.

We will discuss with you the specifics of the support and services you require and build an appropriate commercial model to deliver this scope. This could be a defined scope fixed priced service, or provision of time and materials agreed day rates suitable for a developing scope.

Where you have service requirements for an extended period, and where we have control of the resource flexibility, we are also able to offer an agreed single blended day rate for support at a range of grades.

# Next Steps

To discuss your requirements in more detail or
place an order for services
please contact us at
**ccs@fnc.co.uk**