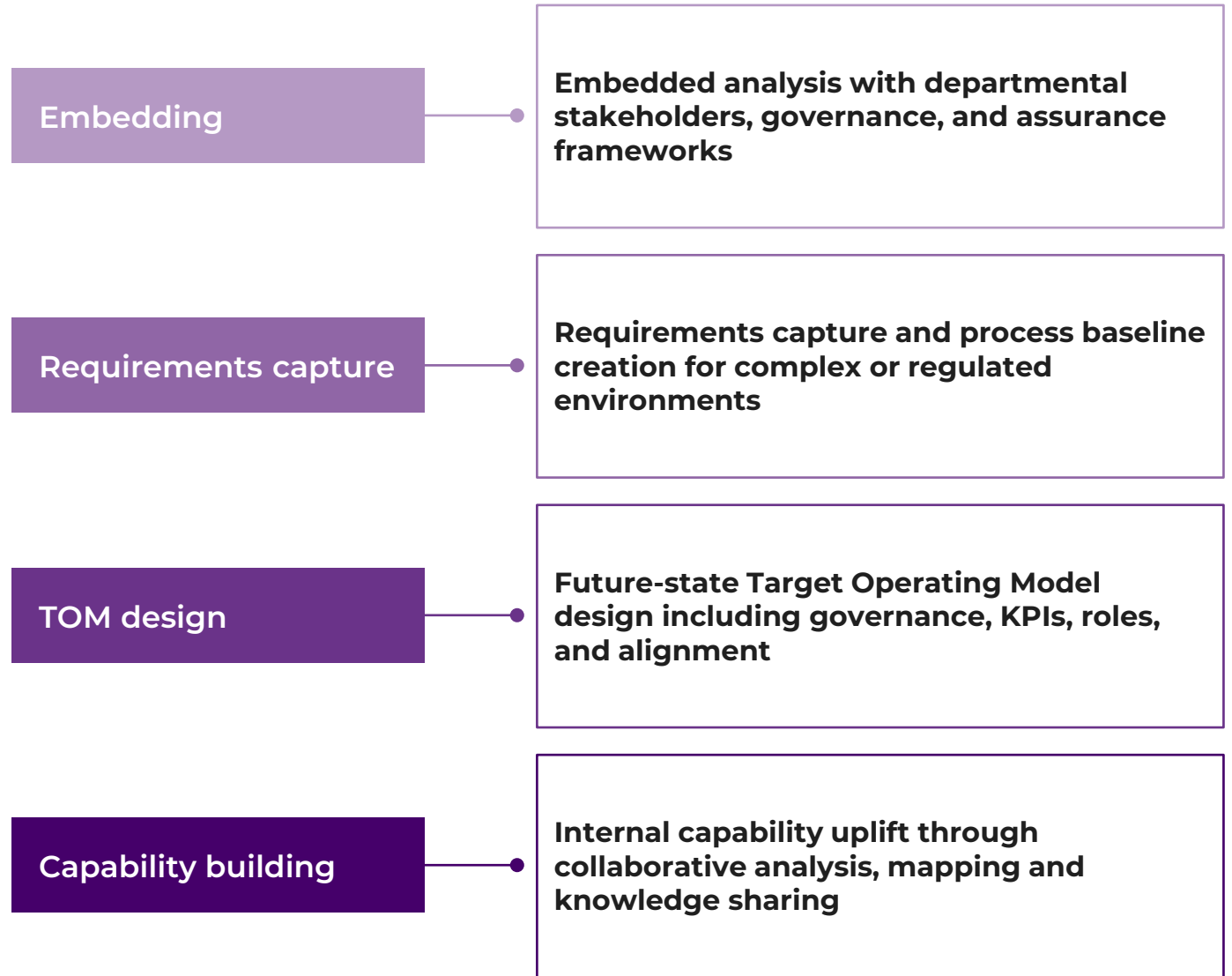


Business Analysis, Process and Target Operating Model (TOM) Design

La Fosse Capability

Designing optimised, traceable operating models that enable sustainable transformation

La Fosse delivers structured business analysis and process transformation to design and embed Target Operating Models for public-sector departments. We capture requirements, baseline processes, identify capability gaps, and define future-state models with clear governance, KPIs, and actionable implementation plans aligned to transformation objectives.



- **Stakeholder-centric process discovery and requirements modelling**
- **Measurable, traceable outputs aligned to audit, assurance and transformation goals**
- **Skills transfer embedded throughout analysis and TOM design**
- **Proven ability in recovery, optimisation, and operating-model enablement**

1

Discover and capture

Elicit needs, constraints, outcomes, requirements and stakeholder dependencies

2

Analyse and baseline

Map as-is processes, capability maturity, value streams, blockers and inefficiencies

3

Design future state

Co-create TOM, roles, governance, KPIs, process redesign and implementation plan

4

Embed and evolve

Guide rollout, measure impact, transfer knowledge and strengthen internal ownership

Proven public sector impact

La Fosse helps organisations understand, redesign and implement how they operate. We combine structured business analysis with process optimisation and target operating model design to align people, process, technology and governance. Our approach delivers clear transformation roadmaps, measurable benefits and sustainable operational change, while supporting assurance, audit and long-term capability uplift.

Target operating
model design and
implementation



Delivered organisational design, business analysis and process mapping to implement a new regulatory operating model and embed sustainable change.
Outcome: Improved compliance, streamlined processes, and stronger governance culture.

End-to-end process
discovery and
optimisation



Provided business analysis and service delivery to baseline complex operational processes, identify inefficiencies, design improved future-state workflows.
Outcome: Reduced process waste, clearer accountability, and improved service efficiency across core operations.

Process and capability
baseline for digital
transformation



Supported large-scale transformation through structured requirements capture, as-is process mapping, and capability gap analysis aligned to national delivery objectives.
Outcome: Clear transformation roadmap, traceable assurance outputs, and stronger alignment between business and digital delivery.

Delivering positive, lasting impact beyond project outcomes

We're an employee-owned business that believes transformation should empower people as much as technology. Every engagement builds confidence, inclusivity, and self-sufficiency within client teams.

Sustainability and climate

Eco-conscious operations, reduced travel, digital-first engagement, social sustainability through charitable partnerships.

Inclusion and opportunity

Diverse delivery teams, fair pay, early-career pathways via La Fosse Academy.

Wellbeing, culture and communities

Consultant communities, prioritising mental and physical wellbeing, transparency and healthy working practices.

A woman with dark hair in a ponytail is seen from behind, looking out of a train window. The background is blurred, suggesting motion. The entire image has a purple overlay.

Thank you