

Service Description

Operational Excellence

SUBMITTED BY

NORTH HIGHLAND®

10 Bloomsbury Way, Holborn, London,
WC1A 2SL

www.northhighland.com

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SERVICE OVERVIEW

North Highland's Operational Excellence supports the delivery of your cloud services by aligning investments with strategy, transforming ways of working, removing excess costs and adopting gold standard management routines in departments/functions, especially resource-intensive ones e.g., supply chain, back- and front- office.

FEATURES

1. Identify opportunities to drive value through operational improvement
2. Scope, design, and recommend initiatives to improve operational capabilities
3. Supporting achievement of strategic and financial objectives
4. Prioritise in-year returns to unlock value with speed and flexibility
5. Drives action leading to long term value and sustainability
6. Data driven insights into process and operational effectiveness

BENEFITS

1. Top line growth
2. In-year return on investment
3. Improved efficiency and reduced operating costs
4. Improved customer and colleague experience
5. Capability improvement; ensuring continuous improvement
6. Accelerated digital adoption
7. Successful system migration
8. Frictionless processes
9. Data driven decision-making

SERVICE DESCRIPTION

North Highland helps clients identify opportunities to drive value through operational improvement. The value of Process Improvement is not just in the documentation, but in understanding how it can impact the business and the people supporting it.

We partner with clients to understand your strategy, and the value your operational improvement needs to drive. We partner with you to scope, design, and recommend specific initiatives to improve operational capabilities which will result in achievement of strategic and financial objectives.

Our nimble approach prioritises in year returns and driving action leading to long term value and sustainability. We measure our success by your success.

Through our Operational Excellence service we help clients realise:

- **Phased Approach Top Line Growth** – Improving and developing new capabilities needed to enhance scalability, pursue new revenue models, win market share, and support changes to the organisation's overall strategy.
- **In-Year Returns** – The need to meet shareholder expectations and adhere to annual budgets often require solutions which drive near term financial impact. The key is to not impair long term growth and increase risks. Our focus on speed and flexibility allows us to test ideas fast, balance benefit/risk, and unlock value.
- **Cost Reduction** – Identifying enterprise-wide or function specific opportunities to improve efficiency, reduce costs, provide self-service options, and increase automation.
- **Capability Improvement** – Today's rapid pace of change and innovation requires companies to constantly strive towards efficiency and effectiveness. This requires leveraging everything from technology and data to functional centres of excellence.

Our approach in delivering this service covers:

Process Discovery & Insight

Strategic Alignment

We define your business outcomes to ensure process work ties directly to strategy and value.

We map capabilities, and identify gaps impacting your strategic objectives, defining where process solutions should be business owned versus technology driven.

Value Stream & Process Mapping

We visualise end-to-end value stream flows to identify delays, handoffs, and waste, and enable you to prioritise improvements with the greatest impact.

We document current process workflows to identify pain-points and redundancies and determine the best fit approach for re-design and improvement.

Process Mining

We use best-in-class Process Mining Services to transform the way that you run your business and ensure that your organisation is more resilient.

Process Design & Improvement

Process Engineering & Future State Design

For continuous improvement, we take a hypothesis-driven approach and use Rapid Performance Improvement workshops to accelerate the identification of opportunities to improve performance aligned with priority outcomes areas.

Following lean excellence, we apply Lean Six Sigma to eliminate waste and create simplified, standardised end-to-end processes aligned with objectives, KPIs and strategy.

In our Supply Chain Maturity Assessment and Review, we take a strategic and analytical approach to optimising the Supply Chain, leveraging our decades of practical experience.

**Process
Performance &
Sustainability****Process as a Service**

We combine the latest in technology with deep performance improvement expertise. Our solution provides actionable insight, rapid investigation and flexible resourcing to implement ongoing continuous improvement and drive strategic return on investment.

Intelligent Automation

We bring a business-driven, people-first mindset to delivering Automation. Technology implementation is only half the battle – we help our clients achieve thoughtful integration of people and technology, so you realise sustainable benefits.

Performance Tracking & Continuous Improvement

We establish KPIs and dashboards aligned to your goals to enable continuous measurement of results and ensure you have the right processes and ownership in place to respond to what the data tells you.

Process Adoption

We ensure new processes are embedded into daily practice and sustainability adopted by supporting rollout with change enablement, training, and communications.

Centre of Excellence

We build your operational excellence capability by establishing CoEs and governance models to standardise practices, sustain improvements, and enable scalability.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

**10 Bloomsbury Way, Holborn,
London, WC1A 2SL**