

Process Improvement Modelling and Optimisation

Service Category: Cloud Migration Planning, Cloud Support Services

About Our Service

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

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.

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 and machine-learning to full software application development.

Why Frazer-Nash Consultancy?

Frazer-Nash Consultancy is an independent engineering and technology consultancy with over 35 years' experience delivering high-quality digital and cloud-enabled solutions. We support organisations operating in complex and regulated environments through our collaborative approach and deep expertise in digital engineering, software development and systems integration.

We are **solution and technology-agnostic**. We assess our clients' requirements and provide impartial advice and design solutions based solely on their needs. This independence enables us to select the most appropriate cloud technologies and architectures to deliver secure, resilient and value-for-money outcomes.

Our cloud solutions are informed by experience gained across multiple platforms, sectors and use cases. We combine proven engineering discipline with a strong understanding of integration and whole-system design to support and enable cloud adoption while managing risk and ensuring long-term sustainability.

Our Commitment to Quality

Frazer-Nash is committed to delivering consistently high-quality services and outputs that **often exceed customer expectations**. Quality is embedded throughout our ways of working, from engagement and communication through to delivery and assurance.

We actively monitor progress using our robust, proportionate controls, ensuring key decisions are subject to appropriate challenge. Each project is allocated a dedicated Project Manager, a Project Supervisor who independently reviews and approves monthly reports, and a Project Auditor for ongoing quality assurance.

We ensure accuracy and suitability for purpose of all deliverables, with independent verification by two reviewers. Our Quality Management System is certified to **ISO 9001 and TickITplus** (for software development), providing customers with confidence that our quality standards are externally assured and continuously maintained.

Our Security

Frazer-Nash operates robust security processes and controls suitable for handling sensitive and classified information **above OFFICIAL** up to and including **Top Secret**. Security is embedded across our people, processes and systems, ensuring information is protected throughout delivery.

We support sensitive and critical programmes across government and national infrastructure by applying strict information-segregation controls, including team separation to address security, or conflict-of-interest considerations

All 1500 staff hold **BPSS clearance as a minimum**, with the majority cleared to **SC** and over 225 consultants holding **DV clearance**.

Our IT systems are certified to **ISO 27001 and Cyber Essentials Plus**, providing assurance that information security risks are proactively managed in line with recognised industry standards.

Our Approach to Subcontracting

Frazer-Nash primarily delivers services through our large base of permanent staff, supplementing this capability where required with trusted partner organisations to provide additional flexibility, specialist expertise and scale while retaining full delivery control.

We are experienced in engaging and managing subcontractors across the full project lifecycle, ranging from sole traders to large multinational organisations. Our structured approach ensures the right supplier is selected for each requirement and integrated effectively into the delivery team.

Our subcontracting processes focus on robust supplier identification and assessment, clear definition of scope, appropriate flow-down of contractual terms and conditions, and proactive risk management. All subcontractors are subject to proportionate commercial and technical due diligence to ensure they meet our standards for security, quality and delivery, enabling us to deliver outcomes on time, within budget and to the required quality.



Resourcing

Frazer-Nash employs over **1,500 technical specialists** across all grades, from **Follow to Set Strategy**, providing depth, continuity and scalability across a wide range of disciplines, backgrounds and experience levels.

To support agile and flexible delivery, our people are organised into defined **technical delivery areas** (including Information Systems, Cyber, Modelling and Software), which are deployed across multiple sectors such as central and local government, policing, health and energy. This structure, combined with strong portfolio, programme and project management (P3M), enables us to actively monitor demand and adapt resourcing throughout the project lifecycle.

We deliver complex requirements efficiently, consistently and at pace by forming tailored, multi-disciplinary teams led by a single accountable Project Manager.

Our consultants regularly work across different sectors, enabling us to cross-pollinate ideas, tools and best practice between domains. Drawing on in-house expertise, such as information security and human factors, we ensure effective and responsive delivery for every client.



Our Commercial Approach

Frazer-Nash adopts a flexible and transparent commercial approach to ensure best value and a model that aligns to each client's specific requirements. We collaborate with customers to clearly define the scope of services and agree a commercial structure that is predictable, proportionate and aligned to your required outcomes and effective delivery.

Depending on the requirement, this may include a **fixed-price model for clearly defined scopes**, or **time and materials using agreed day rates** where flexibility is required to accommodate evolving needs.

For longer-term or ongoing service requirements, and where we have control over resource flexibility, we can also offer a **single blended day rate** covering a range of grades. This provides simplicity, transparency and ease of management while maintaining access to the appropriate skills at the right time.

Next Steps

To discuss your requirements in more detail or request an order for services, please contact ccs@fnc.co.uk

