



CLIENT SCENARIO

Across industries, there has been similar client scenarios where concerns/challenges are raised in functional or organisational delivery/effectiveness. Root causes and related fixes are complex and multi-dimensional.

Over the years, VaLUENTiS has developed innovative methodologies/tools exist to measure delivery interfaces and/or gaps through profiling activity, outcome and perceived effectiveness.

Typically, these are deployed in functional strategy development/clarification or (re)design- although they have wide relevance for change, development and internal educational purposes.

CONTACT

PHONE:
Office: 0115 671 7231
Direct: 07811 404713

WEBSITE:
www.valuentis.com
www.valbs.com

EMAIL:
info@valuentis.com

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FUNCTIONAL SERVICE DELIVERY INNOVATION

Sector: Various public and private sectors
Type: Consulting

OUR APPROACH:

The Management Pathfinder™ evolved from a proprietary model developed by VaLUENTiS in 2005 and subsequently utilised in hundreds of project change assignments.

This sophisticated blended model evaluates 'As Is' and 'To Be' functional service delivery through aggregated stakeholder perspectives evaluating multiple parameters.

Where necessary, the IC Rating adds a further dimension through evaluation of a broader organisational context, with the VB-HR™ Global Profiler giving a structured approach towards articulating and defining cross-functional roles in outcome delivery.

These tools are combined as required to meet specific client needs.

VALUE OF PROJECT:

Clients have benefited from the Management Pathfinder/IC Rating combination in the following contexts:

- Organisational or functional (re)design
- Organisational or functional strategy development
- Organisational or functional effectiveness
- Leadership and management induction/development.

PROJECT PLAYBOOK COMPONENTS:

- | | |
|---------------------------|--------------------------|
| ➤ SERVICE DESIGN | ➤ DATA VISUALISATION |
| ➤ FUNCTIONAL COST | ➤ ONLINE DIAGNOSTICS |
| ➤ REDUCTION/EFFECTIVENESS | ➤ IC RATING |
| ➤ MANAGEMENT PATHFINDER | ➤ VB-HR™ GLOBAL PROFILER |

SIMILAR PROJECTS DELIVERED IN:

- Extensive public sectoral clients, including Healthcare
- Higher Education, Local Government
- Extensive private sectoral clients