

Auckland Regional Council: Changing the Culture of the workplace with XSOL

The Auckland Regional Council (ARC) acts as the region's leader, managing and coordinating the region's natural social, economic and cultural resources and ensuring their sustainable use as Auckland develops and grows.

Playing such an important role in the lives of Aucklanders leaves the ARC juggling a large variety of requirements, stakeholders and services delivered.

ARC's process improvement manager Robert Perry says improvements made with the help of XSOL's software are helping to boost the efficiency and effectiveness of their key processes.

"You need an ongoing strategy, and then you need a consistent approach as well. XSOL has been a versatile application - providing a consistent, visual approach to our process documentation."

Robert says rolling out process improvement software to the staff has been all about "changing the culture of their workplace".

After implementing XSOL themselves, Robert's team began working with other departments, where trained users provide a resource to facilitate process management and improvement.

ARC now has a team of 28 people trained to map processes. They act as an internal resource, providing support to the various process owners.

"We want people to stand back and look at the processes from above. At ARC, there is a great focus on clarity and understanding, improving our working practices and raising awareness on how we do things," he says.

Robert says the ARC has found several important benefits from using XSOL's software.

Knowing exactly what the ARC's key processes are, how they are being carried out, and having effective ways of measuring success, are key factors in driving organisational excellence.

Organisation

The Auckland Regional Council (ARC) acts as a leader in regional growth and development, regional parks public transport and air and water quality, the coast and marine environment, and natural and cultural heritage

The Council also has two subsidiaries – Auckland Regional Transport Authority (ARTA) and Auckland Regional Holdings (ARH).

Application

Business Process Improvement.

Business benefits

- A consistent approach to defining and communicating business process.
- Standardized user documentation - increases consistency and collaboration.
- "With XSOL, process documentation can be as complex or as simple as you want it to be."

In the past, they traditionally used flowcharting package tools to try and capture this, rather than dedicated process documentation software.

XSOL has allowed them to create standardised processes, and templates which will allow staff to look at their processes in a different light.

“We’ve developed a dedicated intranet site providing staff with online access to all management policies and processes. When processes have been documented, we then output them in HTML format so they become an online resource for everyone to use,” says Robert.

Robert says XSOL’s capabilities will create future opportunities to drive continuous improvement.

“We’ve still got some real significant challenges, but we’ve already made a lot of improvement.”

Key Recommendations:

Robert’s advice to anyone starting out with process mapping software is to prioritise and keep things simple.

“With XSOL, process documentation can be as complex or as simple as you want it to be. It’s practical and easy to apply.”

Robert says the first step is to find out what your key processes are, look at their sub-processes and prioritise them.

“Then look at who your process owners are - as critical success factors and metrics are tied to key people.”

“Start small and build up the capability. Get some real clear improvement and progress, then report the progress made and lessons learned before taking it to the next level.”