

# SPICAE Pty Ltd

Introducing Our  
Process Improvement Methodology



# Who We Are



- ◆ SPICAE is a boutique advisory and performance improvement implementation firm with a focus on delivering value through tailored and flexible engagements designed to meet a client's specific needs.
- ◆ As an independent firm we have the flexibility to work in a way that suits our clients' needs while at the same time maintaining an uncompromising commitment to quality and delivering tangible and sustainable results.

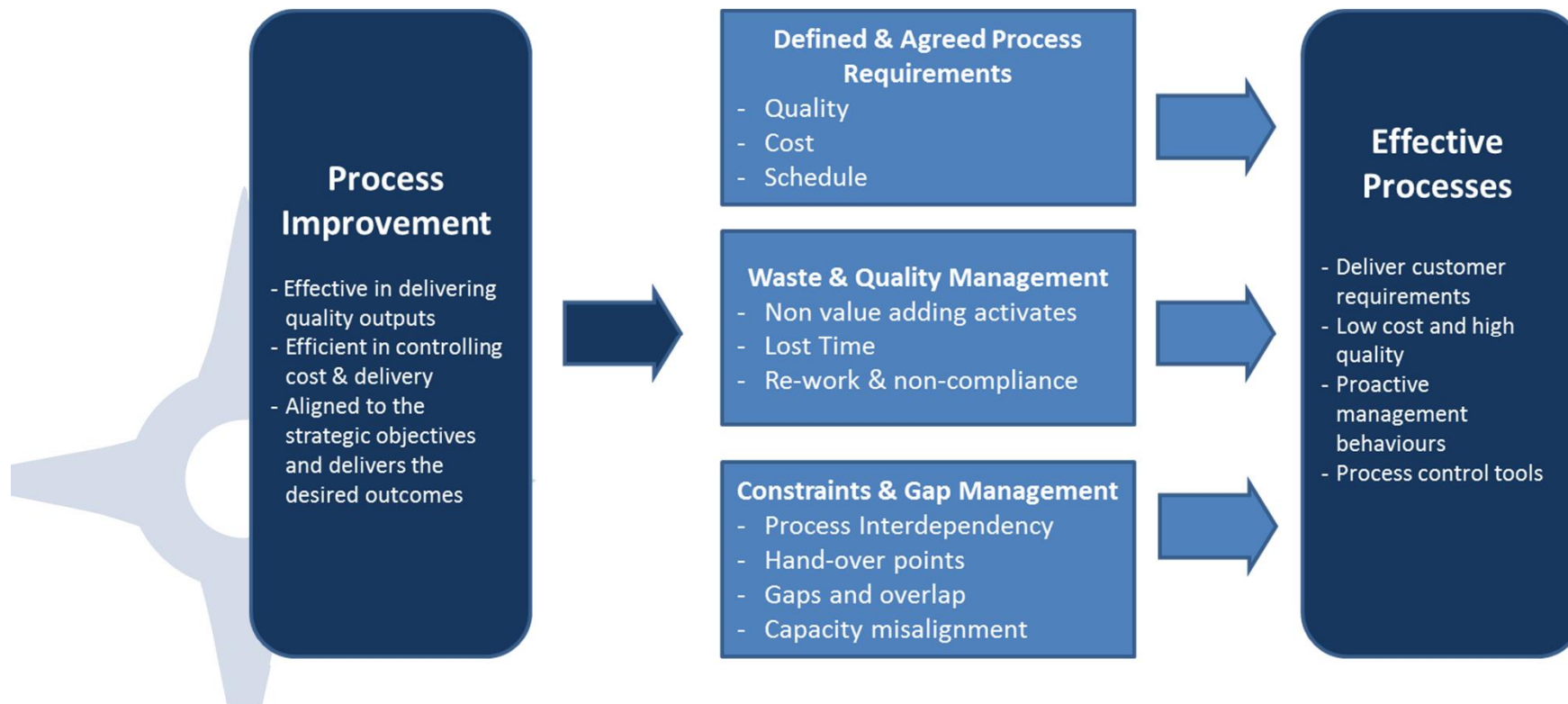
## What's In A Name

The name SPICAE represents the values and attributes that we believe that our professional services firm needs to delivery to our clients:

- S** – Delivery of superior Service by satisfying our clients' needs in a cost effective and timely manner.
- P** – Demonstrated Persistence is one of the most effective qualities in human endeavour.
- I** – Our Integrity drives trust and confidence, while Innovation delivers competitive advantage.
- C** – The Commitments we make defines how we work and allows us to maintain a results focus.
- A** – An Adventurous but not reckless spirit, drives our thirst for difficult and complex challenges.
- E** – Evolutionary thinking and ideas help our clients compete and succeed in an ever changing world.

# Effective Processes

- ◆ To develop and implement effective processes proven methodologies are used depending on the environment and client requirements. These include:
  - Process requirement to identify and deliver customer outputs.
  - LEAN Six Sigma with a focus on identifying and eliminating waste and lost time
  - Constraints & gap management to improve process flow and efficiency
  - Process driver management using performance data to drive decision making and effective behaviours

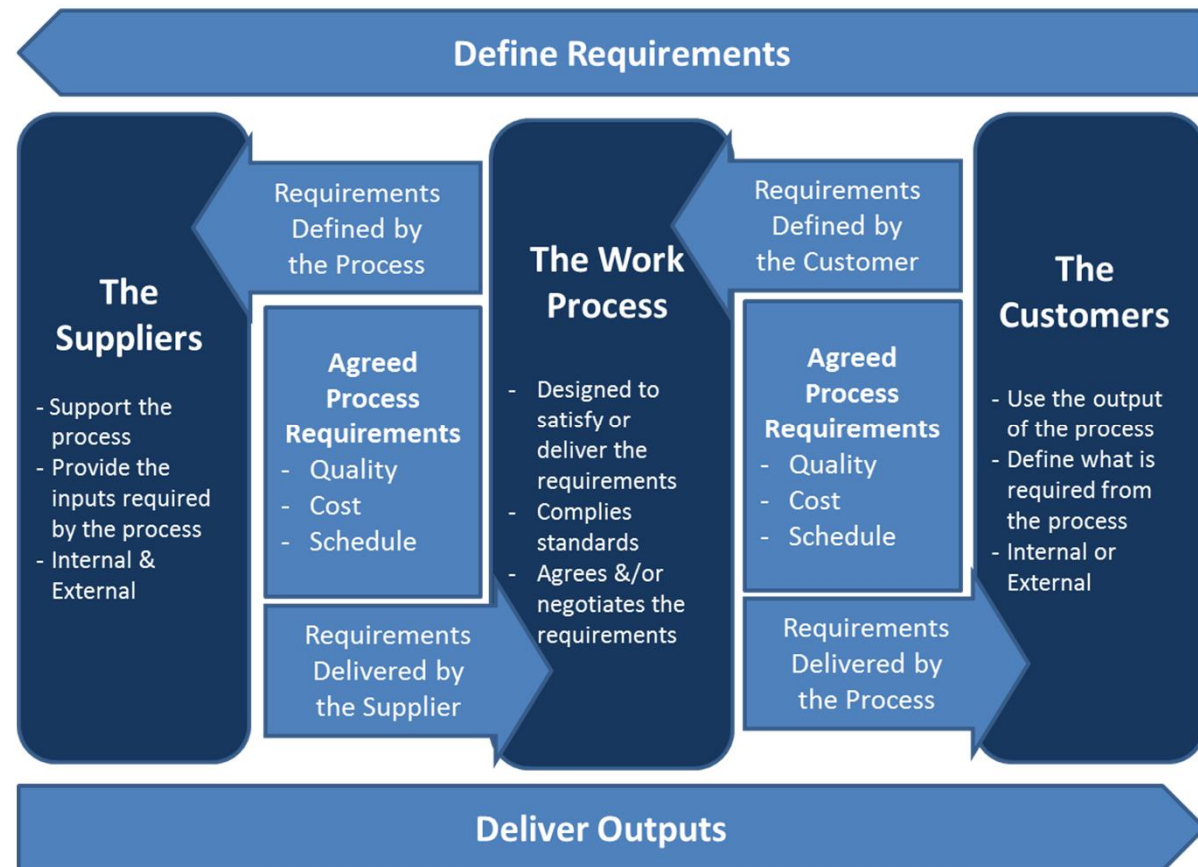


# Process Requirements



## Defined & Agreed Requirements

- ◆ Effective process improvement starts with defining the requirements of a processes
- ◆ With the requirements clearly defined and agreed a process can be improved in a dynamic way that enables it to adapt as the business changes.



# Process Quality Management



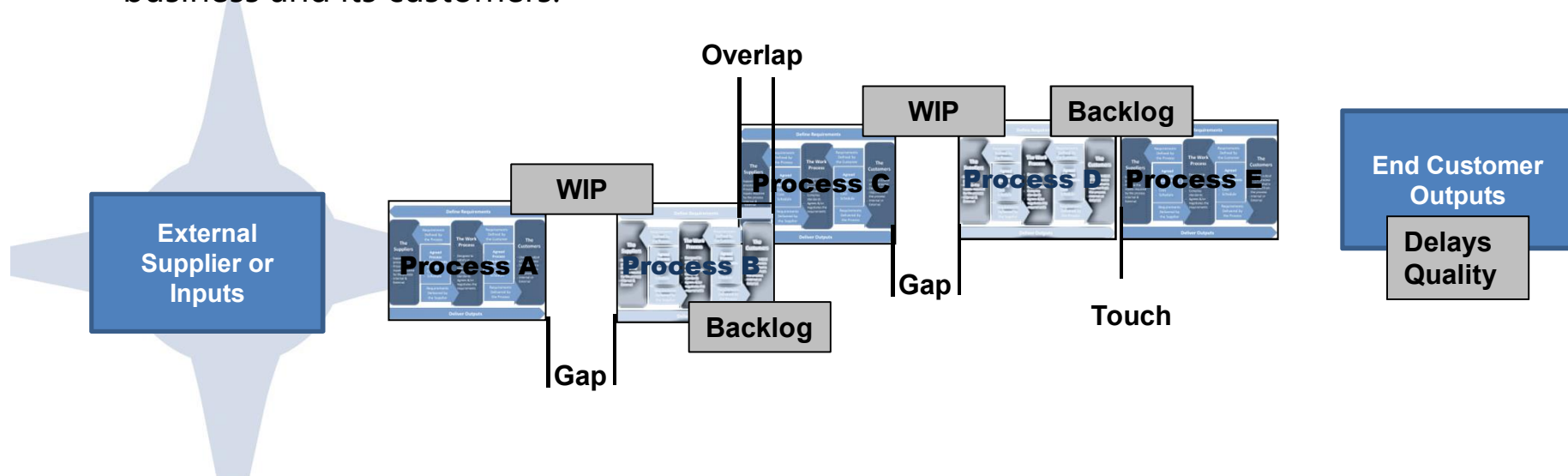
## Waste & Quality Management

- ◆ Process need to be lean and efficient with value adding steps and minimal waste, such as re-work and lost time.
  - Understand what waste and lost time are
  - Determine how the process steps add value
  
- ◆ The characteristic of the process such as high or low work volumes plus repetitive/transactional, batch or project (unique) work will determine the type quality management control that will be most effective:
  - For high volume, high repetitive and transactional or continuous processes performance metrics can be used to manage efficiency, quality and cost through a standards based planning and dash board (type) application for control and review.
  - For low volume and batch or project processes estimate based approach may be used for planning with short interval control tools used to manage the work and a variance review process to drive improvement.
  
- ◆ Quality can be defined as meeting the customers requirements. Knowing what the requirements are (previous slide) and managing the process outputs to satisfy the requirement will ensure that quality is met. This requires a management system that provides the measurement and control elements to delivery the desired outputs.

# Process Constraints & Gaps

## Constraints Management (internal processes)

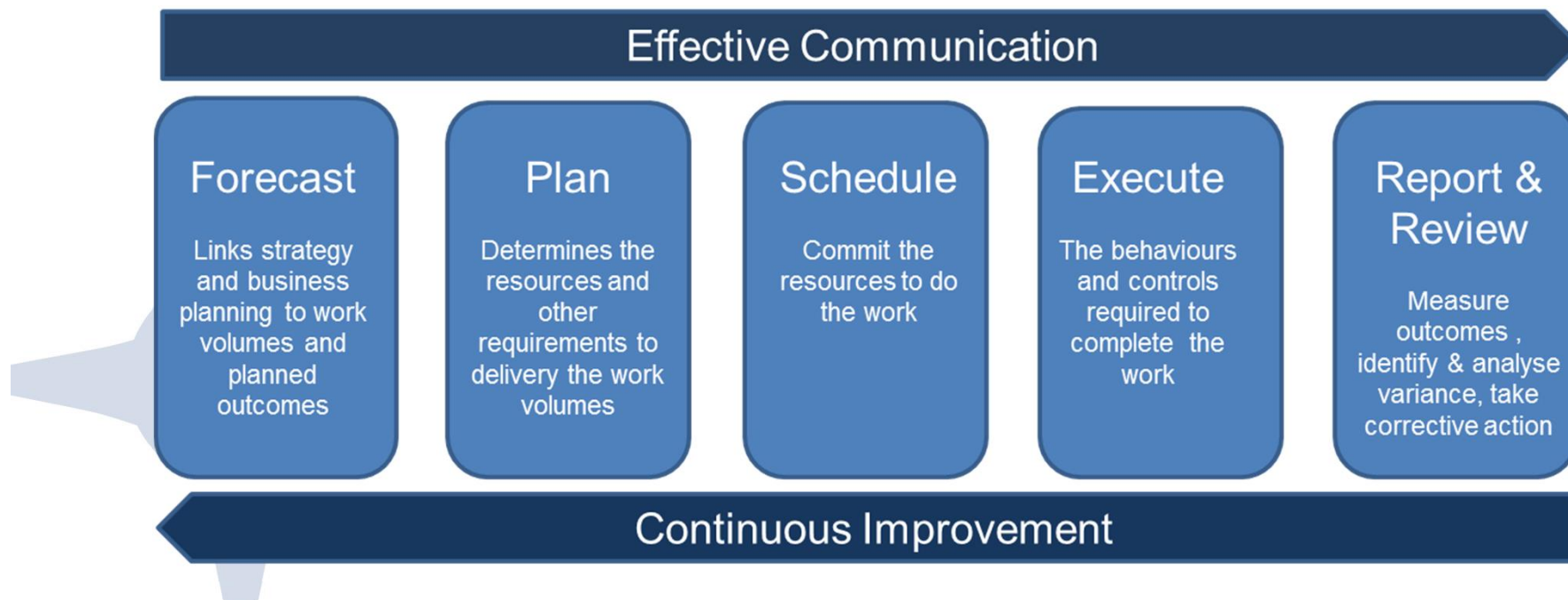
- ◆ In most organisations delivering a final customer outcome requires work to progress through a number of internal processes. Each of these processes will have internal customer and suppliers with their respective requirements, plus a handover point.
- ◆ Aligning interdependent processes in terms of requirements and importantly capacity (for putting through work) is critical to minimise cost, meet delivery dates, and deliver the desired quality standards.
- ◆ Constraints management is the process where process interdependencies, capacities and handover points are controlled to deliver the most effective outcomes for both the business and its customers.



# Process Controls

## Management Systems

- ◆ The Management Operating System (MOS) is the package of tools and processes used to control the work.
- ◆ The MOS is designed to drive the desired behaviours - to change behaviours new MOS elements may need to be introduced or existing ones changed.
- ◆ The MOS ensures that the required information is available to make the right decisions and that there accountability at the right level in the organisation



# Contact Us



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