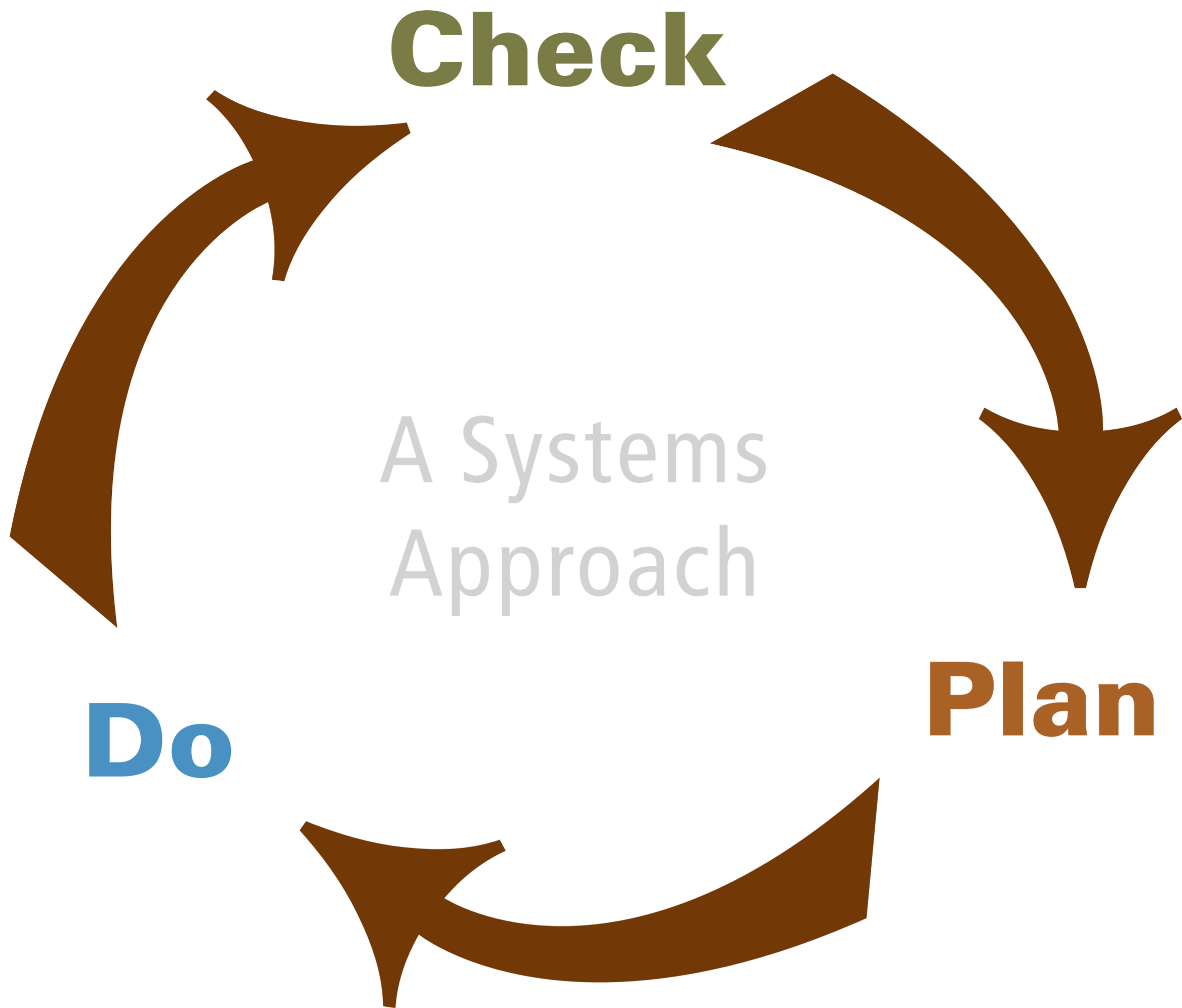


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Check

Understand the Work Flow as a System

- **Customer experience analysed**
 - 67% of consents required rework
 - Multiple further information requests
 - Customers felt like they're getting the run around
 - Fragmented service for each client
- **Purpose defined**
 - Planning: to help people develop their land appropriately and in a timely manner
 - Building: to help people build properly
- **Impacts on purpose from other departments' actions**
 - Decisions made that made other jobs harder
- **What is the nature of demand?**
 - 40 - 70% of calls were because of failures in the system
 - Many misunderstandings because of our advice
- **What is the current performance?**
 - 29 days for a consent end-to-end
 - Many steps in the process - too many links in the chain

Plan

Identify Levers for Change

- **What needs to change to improve performance against purpose?**
 - All Council work integrated - a one stop shop
 - Make information available about related Council services to those working at the front end
 - Train for predictable situations; have expertise available to assist for unusual ones
 - Design flow so knowledge is at the front end - complete as much of the work at one time by one person
- **What types of measures increase understanding?**
 - Customer days, end-to-end time
 - Number of clean consents - no further information requests
 - Number of customer calls - demand caused by failures in the system

Do

Take Direct Action on the System

- **Monitor the consequences of actions versus purpose**
 - Twice as many clean consents
 - Less than half as long on average to process consents
 - Customer calls reduced
 - Less rework and waste < 15% of calls as a result of system failures

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