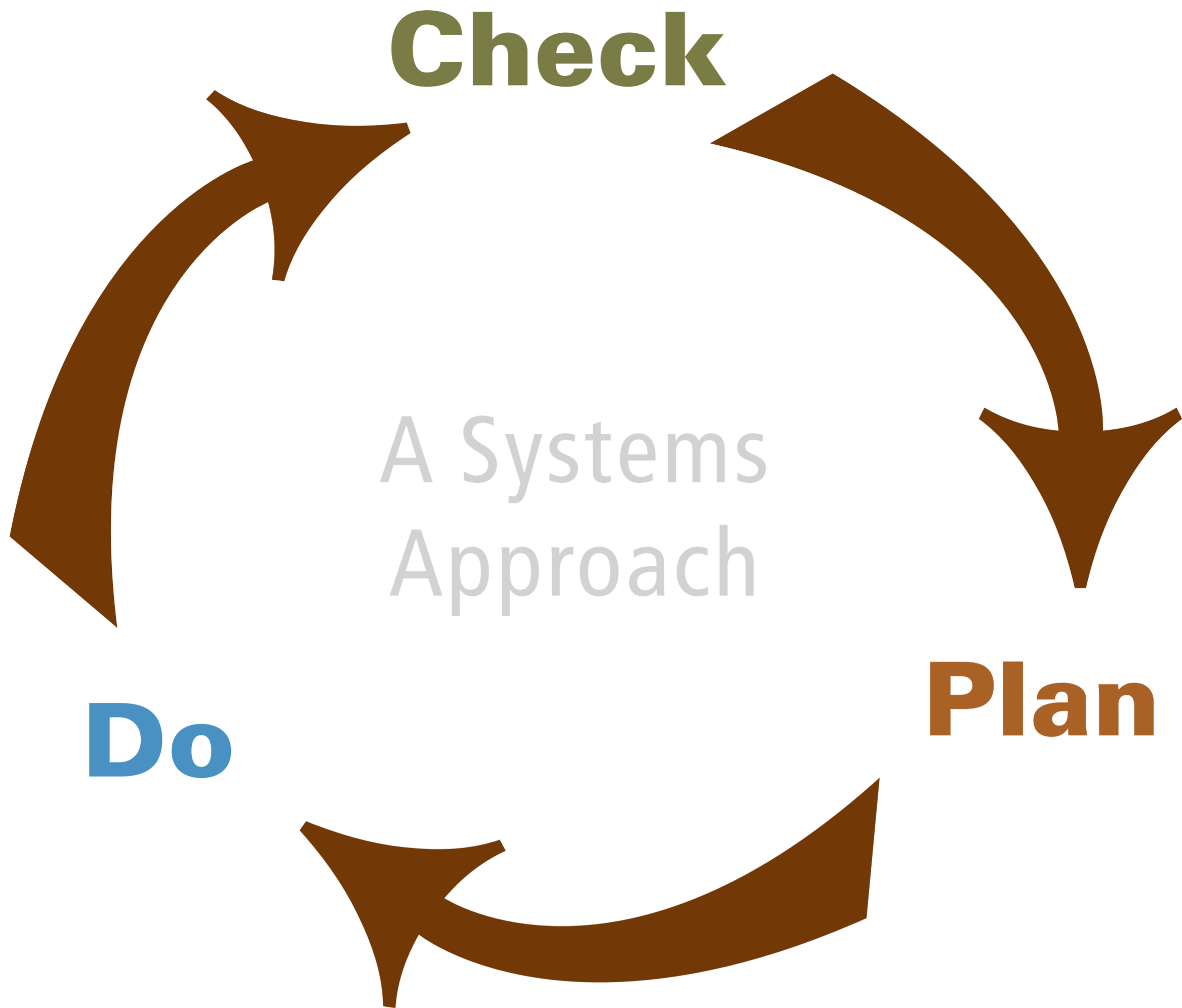


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## Check

### 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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