

One NorthEast

Business Process Review



What our client wanted

Regional Development Agency, One NorthEast wanted a robust, and user-friendly business process to support the development, approval and management of their projects. Getting this process right was fundamental to the agency's success and was a key priority for directors and staff.

What Frontline did

Over six months Frontline provided expert support to an internal Business Process Review team by:

- facilitating the set-up workshop ensuring buy-in, agreeing objectives, roles and responsibilities
- setting up project management systems, including planning and risk analysis
- stakeholder consultation with staff and partners on preferred approaches
- benchmarking against other private and public sector organisations
- facilitating regular workshops to test the findings and design the new process with the team
- presenting the new process and the evidence base supporting it
- facilitating a culture mapping exercise to identify changes required to support the new process and identify critical success factors for implementation

What difference we made

Frontline managed and facilitated the development of the process, while ensuring maximum knowledge transfer and capacity building in the One NorthEast team. Our support developed a team that was equipped to champion and embed the new business process in their organisation.

What our client said

"When One NorthEast set out to review its business process, we knew we would need expert consultancy support to help with our analysis, design and implementation work. We chose Frontline not only because they clearly knew what they were talking about but also because of their clear willingness to flex and adapt as the review process moved forward. We now have a revised business process that is robust, has stakeholder buy in and has been delivered within the original timeframe set for the review. We couldn't have delivered without the support of Frontline."

Ian Bolton, Head of Planning and Special Projects, One NorthEast