



KEEPING THE NORTHERN REGION DHB STAFF 'MOBILE'

REQUEST

NEW / REPLACE

SUPPORT

BILLING

SATISFACTION

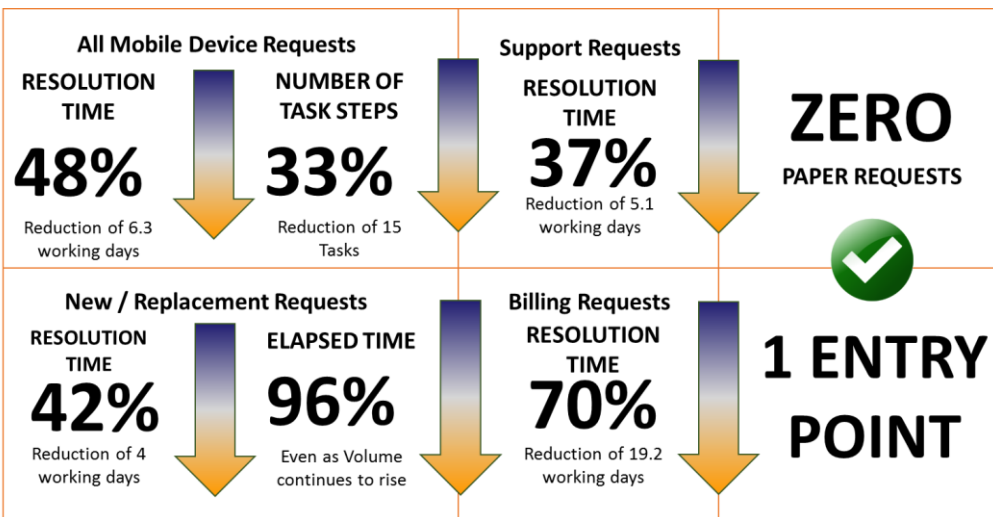
The project purpose was to standardise and optimise the complete end to end Mobile Device process. The existing process had restricted visibility, limited measures and each location performs their task in their own way. This caused large amounts of waste (rework, motion, waiting), increased service desk calls and a reduction in overall customer satisfaction. The process wasn't clearly owned and was disjointed by the amount of departments involved and the people who performed similar tasks at differing locations.

With the help of the project methodology, the new and old process owners and the people directly or indirectly involved in the process significant changes were made for the benefit of everyone, especially the customers.

A lot of the real take always from this project were not in the statistics but the wider learning's for example:

- The importance of a good sponsor and management buy-in at all levels.
- Having clear understanding of the requirements from all customers (internal and external)
- The ability and flexibility to align staff in order to get the right people doing the right things, to get the best outcome for the customer and the process.
- Clearly understandable measures and metrics.
- The decrease in both processing and elapsed time would lead to reduced costs, increased satisfaction through a more efficient and effective process.
- Laid the foundations for future proofing and the continued improvements.
- The right attitude of the people and the business to do the right thing and to do things right.

IMPROVEMENTS



WHAT WERE THE RESULTS?

- Simplified and standardised approach across the region.
- Reduced the waiting time for all stakeholders
- Regionally standard information easily available to all with Regional Mobile Device Guidelines, FAQ's and self-help information which actually reduced the number of requests
- Increased capacity among the team, freeing up their time to add value elsewhere.
- Not only sustaining the improvements but the processes have continued to get better after the project
- Doing more for less and making YOUR health dollar go further

