



Case Study - Improving Data Collection

Realise operational potential

At ProcessX we are committed to helping businesses streamline their processes and unlock their full potential by improving the efficiency and quality of operations.

Typically, as organisations grow, processes inevitably become more complicated making day to day operations difficult for both customers and employees. Intelligent automation can help to identify and dismantle bottlenecks thereby improving efficiency. The first step towards automation needs to be focused on process design and assessment. Our expert consultants evaluate your current processes and operations.

We offer advice on process improvement using lean six sigma combined with process mining, as well as on implementing robotic automation. Our team is passionate about working alongside every client individually to optimise operations. Our tailored services are unique to each of our clients, which is the only way to ensure long-term, sustainable results.





MODULE 1

Map current process



MODULE 2

Prioritise opportunities using Data



MODULE 3

Utilise Agile to produce incremental wins



MODULE 4

Document new process



MODULE 5

Continuous review of process

PROBLEM

A Federal Government Department wanted to review their monthly survey process to continue to meet expected dates whilst reducing pressure on current resources.

A Federal Government Department sent out monthly surveys to the Australian population to obtain data that supported more informed decisions making. It was imperative strict timelines were met so that data was not compromised plus could be analysed by the nominated dates. This caused undue pressure on the area with significant overtime needing to be done, resulting in a large turnover of team members.



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SOLUTION

By documenting the current end to end process, not just the one that the team at the end of the process did, it was found that there was significant duplication, re-work, and double checking.

The value for our client was they now had a better understanding of the entire process, what the customer values and the estimated times specific tasks take. We then identified the opportunities to improve for the department, and then using the Agile methodology produced incremental improvements over a 3-month period.

RESULT

The result was that clearer ownership of specific parts of the process by various areas which reduced double handling and re-checking.

At the same time the Covid epidemic started in Australia and the team were asked to produce an additional survey based on the Covid impact to help inform decision making, even with this additional survey overtime was reduced by 50% whilst all survey deadlines continued to be met with no additional pressure on the team.

1

Overtime reduced by 50%

2

Clearer ownership

3

Met deadlines with extra survey added

ProcessX is a Melbourne-based consultancy with a specialist focus on process automation and business optimisation. We offer end-to-end process improvement and intelligent automation services, designed to help make your business more efficient and streamlined for both employees and customers/clients.

The ProcessX team has many years of cross-industry experience in service improvement and business process management across various industries, and the public sector. We specialise in business process improvement and intelligent automation in aged care, healthcare, disability care and higher education sectors.

PROCESS MINING

PROCESS IMPROVEMENT

PROCESS AUTOMATION

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