



## Perform!Diagnostic™

A “deep dive” activity based analysis tool to build a robust business case and a prioritised action plan for change

## The Challenges

Building a business case for change is often fraught with difficulties as assumptions made without fully supported data can result in an unreliable ROI calculation. A weak business case can lead to wrong decisions and trigger all manner of adverse fallout.

The underlying activities and transaction volumes performed by people involved in a programme for change need to be quantified at a detailed level to support a strong and well developed business case.

Productivity levels, transaction unit costs and total costs need to be clearly validated, baseline and compared to the proposed future vision as set out in the business case. This will give stronger assurance for any decision maker with their “neck on the line”.

Realistic best practice improvement opportunities should be quantified and clearly linked to specific current state activities to accurately justify the potential for savings.

What would it mean from a risk mitigation perspective if change leaders were provided with such a clear and detailed quantified business case for change?

## Our approach

Perform!Diagnostic™ is a “deep dive” process measurement tool designed to provide a clear understanding of back office operations at detailed activity level. The data capture process involves adapting a standard template aligned with an organisation’s in-scope processes. Short focused interviews with key process team members are conducted to populate the tool with FTE and volume data by activity. Then, in addition to eliciting process improvement ideas from interviewees, we utilise an extensive knowledge bank of best practices to identify and quantify likely saving opportunities by activity. These savings are then validated and agreed by the team.

Each diagnostic study provides:

- An analysis of FTE & transaction volumes by activity
- Productivity levels and time taken to process each activity
- Total Cost and unit cost per activity
- Best practice improvement ideas quantified by activity and summarised

## Working with PerformWorld

PerformWorld’s service offerings include benchmarking, process diagnostics, change readiness surveys & operational performance measurement systems.

Our web based solutions are tailored to meet the specific requirements of our customers and we pride ourselves by helping organisations to deliver significant savings and quality improvements.

## Our Proposition

Perform!Diagnostic™ has been developed to allow you to capture data on efficiency & effectiveness at a detailed level and facilitates the delivery of the following benefits:-

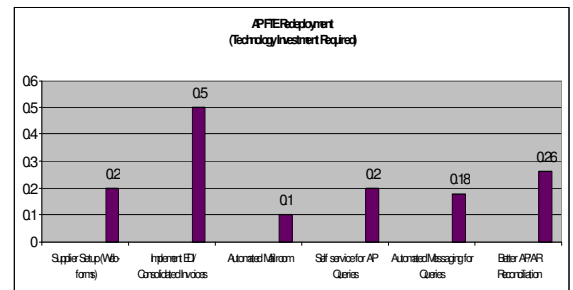
- Clear baseline of current state performance aligned to your specific process activities
- Resource utilisation analysed to help prioritise initiatives in the key areas that should deliver the most savings
- Productivity levels, minutes per transaction, unit cost and total cost of processes are all made visible by activity
- Gaps in performance that can be corrected by technology, process or people change are identified
- A versatile ongoing data capture & reporting tool to assess and track progress over time
- Depending on level of detail required, either analysis by individual or team is possible
- The template model allows data analysis by customer dimensions – this can be used for periodic recharging purposes based on actual resource usage

Perform!Diagnostic™ studies can be delivered in a rapid timeframe depending on size and scope and key client personnel availability.

Outputs from Perform!Diagnostic™ incorporate a comprehensive management report with:

- Executive summary & key findings to support the business case
- Quantified best practice improvement opportunities (split technology investment required & quick wins)
- Comparisons against key benchmarks
- Detailed activity based schedules
- Supporting interview notes

An example of best practice improvement opportunities (FTE savings) is set out below:



## Next Steps

If you are interested in finding out more about Perform!Benchmark™ and the potential benefits for your business, please contact:  
Jonathan Russell Tel: +44 (0) 141 443 2687  
or Mobile +44 (0) 7903 134709  
Email: jonathan@performworld.com