

What does transformation mean ... to you? Aston Business School's The Transformation Project

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Benefits to be gained from transformation programmes





Order cycle times 33 days to 3 days

Product development time 48 months to 10 months

Offers confirmed within three days below 40 to over 80



Customer complaints reduced by 33%

Order cycle time improvement 17%

Throughput increased by 30%



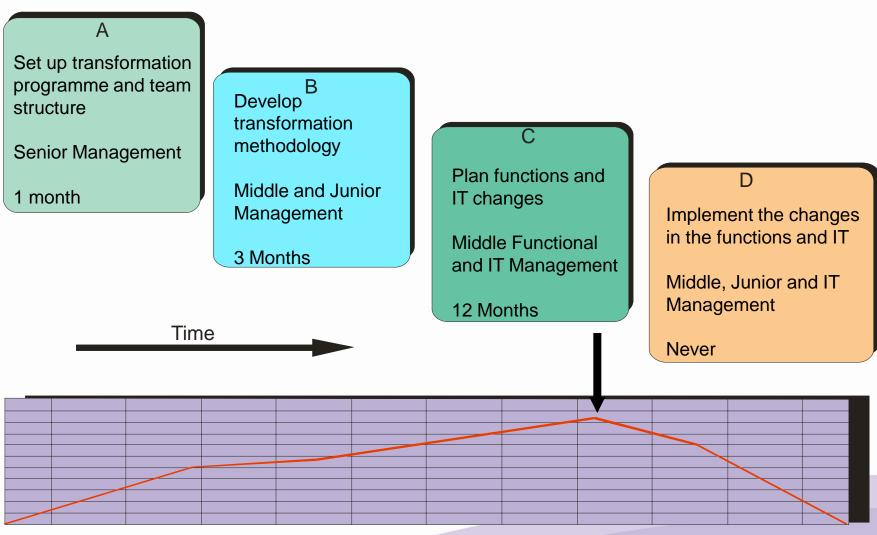
Policy processing cycle several months to 1 day Number of functions five down to one

Number of specialists nineteen down to one

Number of computer systems seven down to one

When reality sets in!





Motivation levels

Measuring the Degree of Change for a business process initiative

	01
Brunel	
usiness	Executive
School	Development

Individuals				
Roles and				
responsibilities				
Skills				
Assessment criteria				
Reward structures				
People leaving/joining				

Structure
Reporting lines
Hierarchy
Process owners
Process teams
Power bases

Systems
Information systems
Planning procedures
Service level
agreements
Information flows
Budgeting procedures







	Changes vith strict	Willing to loosen	Open to fundamental rethink,clean slate	Greenfield site
No change	onstraints Minor change	constraints Significant change	approach Radical change	Transformation change

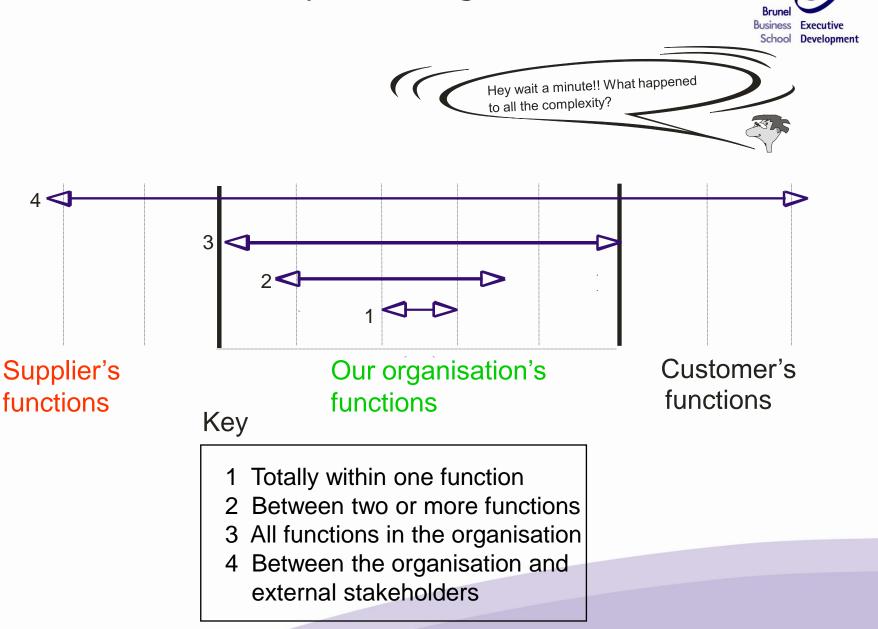
0 30

60

90

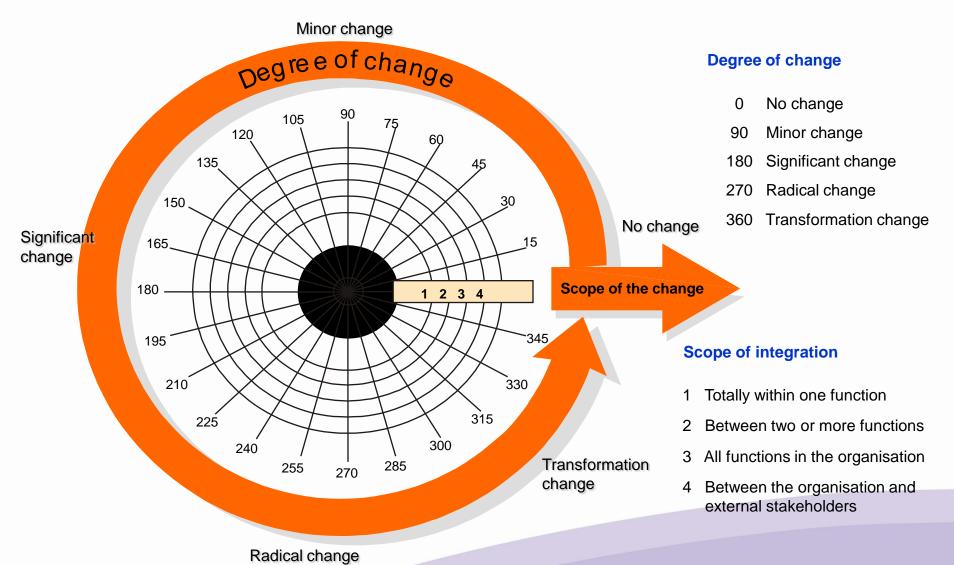
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Scope of integration



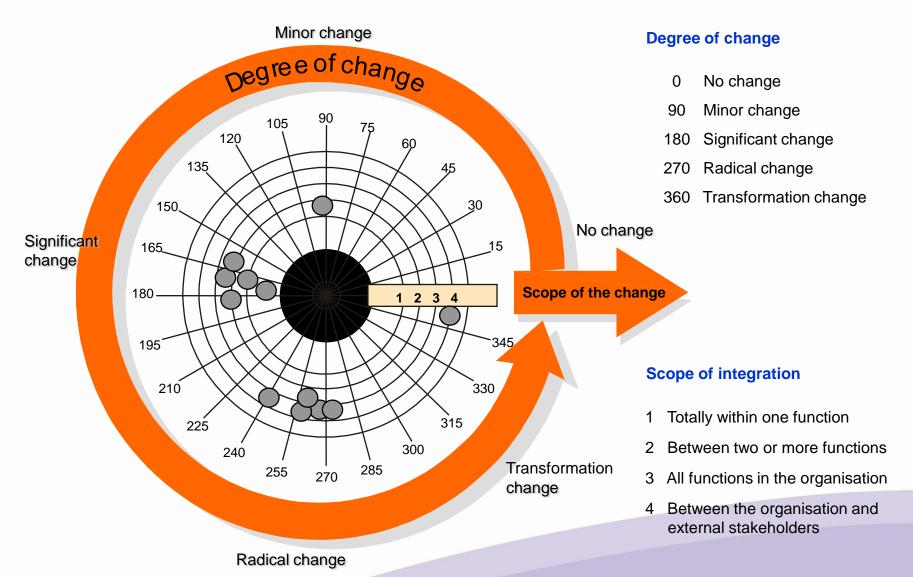
The business process web





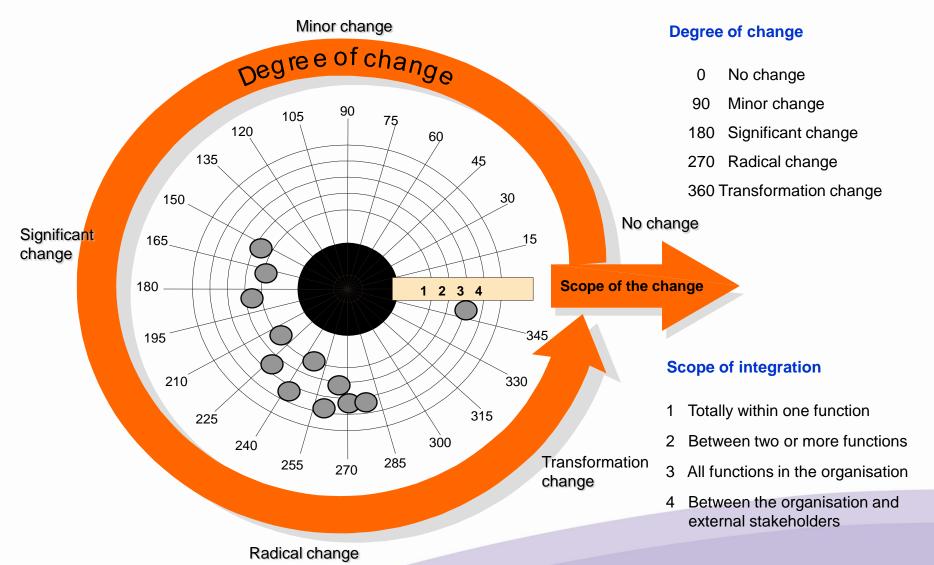
The business process web - one company's experiences





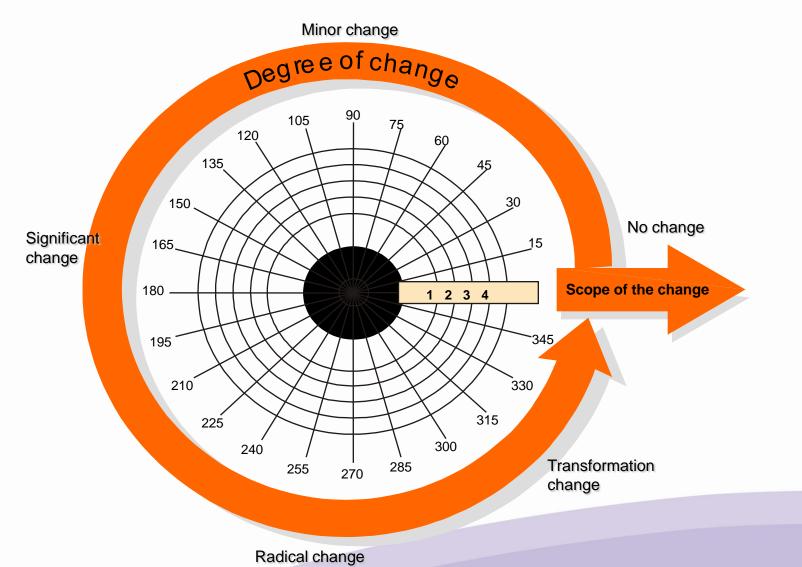
The business process web - some months later





Towards consensus about change programmes







Time to reflect

Thank You for your attention and enjoy the rest of the day!