

What does transformation mean ... to you?

Aston Business School's The Transformation Project

Professor Ashley Braganza,
Professor of Organisational Transformation
Deputy Director, Brunel Business School

E: ashley.braganza@brunel.ac.uk
M: 07976 886286

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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%

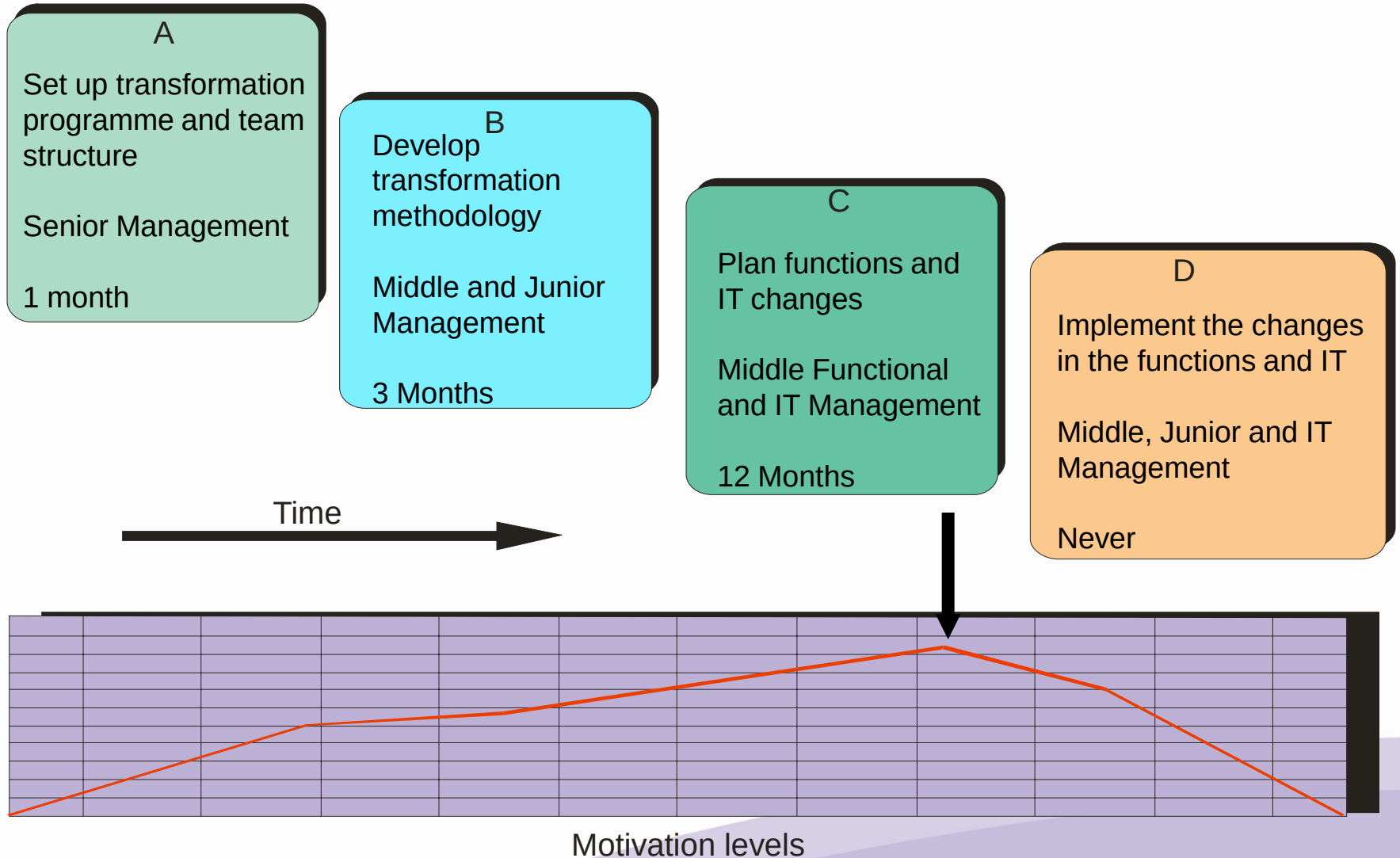


Policy processing cycle
several months to 1 day
Number of functions
five down to one

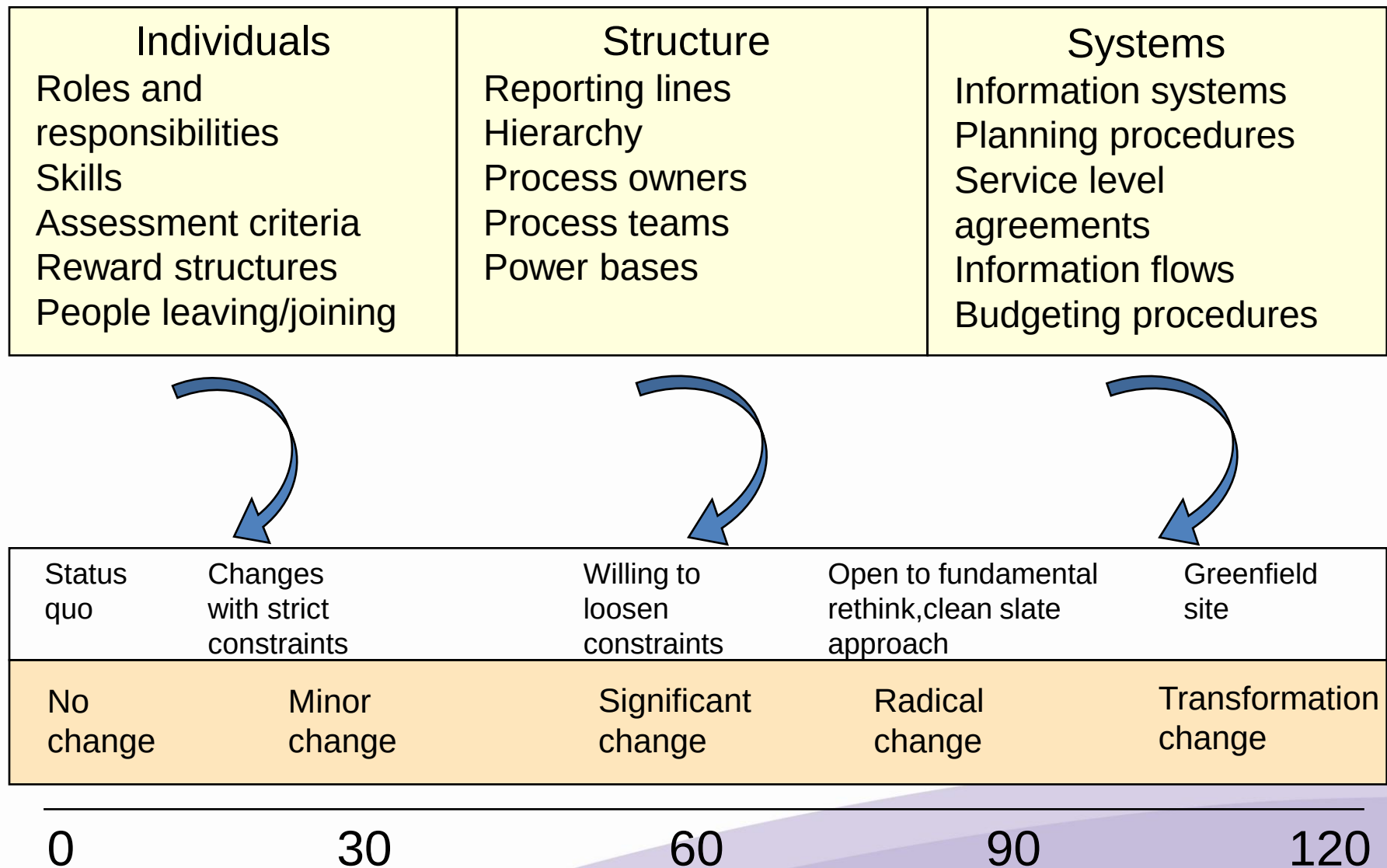
Number of specialists
nineteen down to one

Number of computer systems
seven down to one

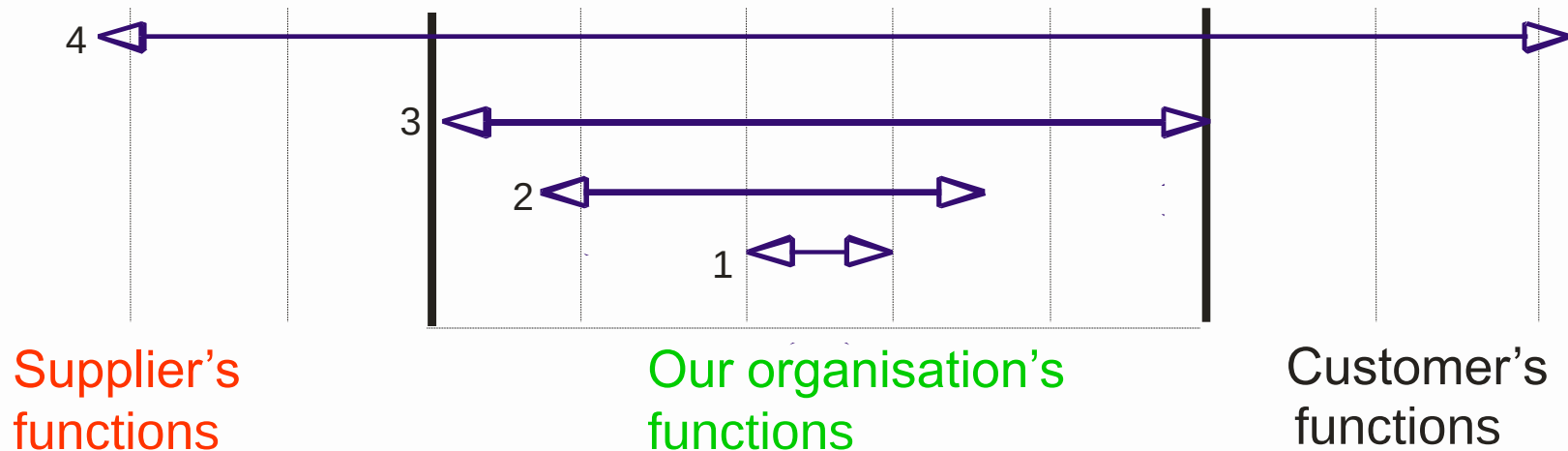
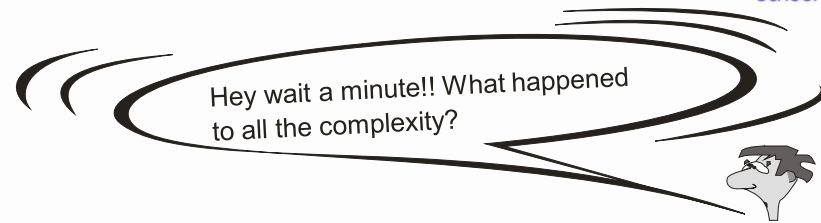
When reality sets in!



Measuring the Degree of Change for a business process initiative



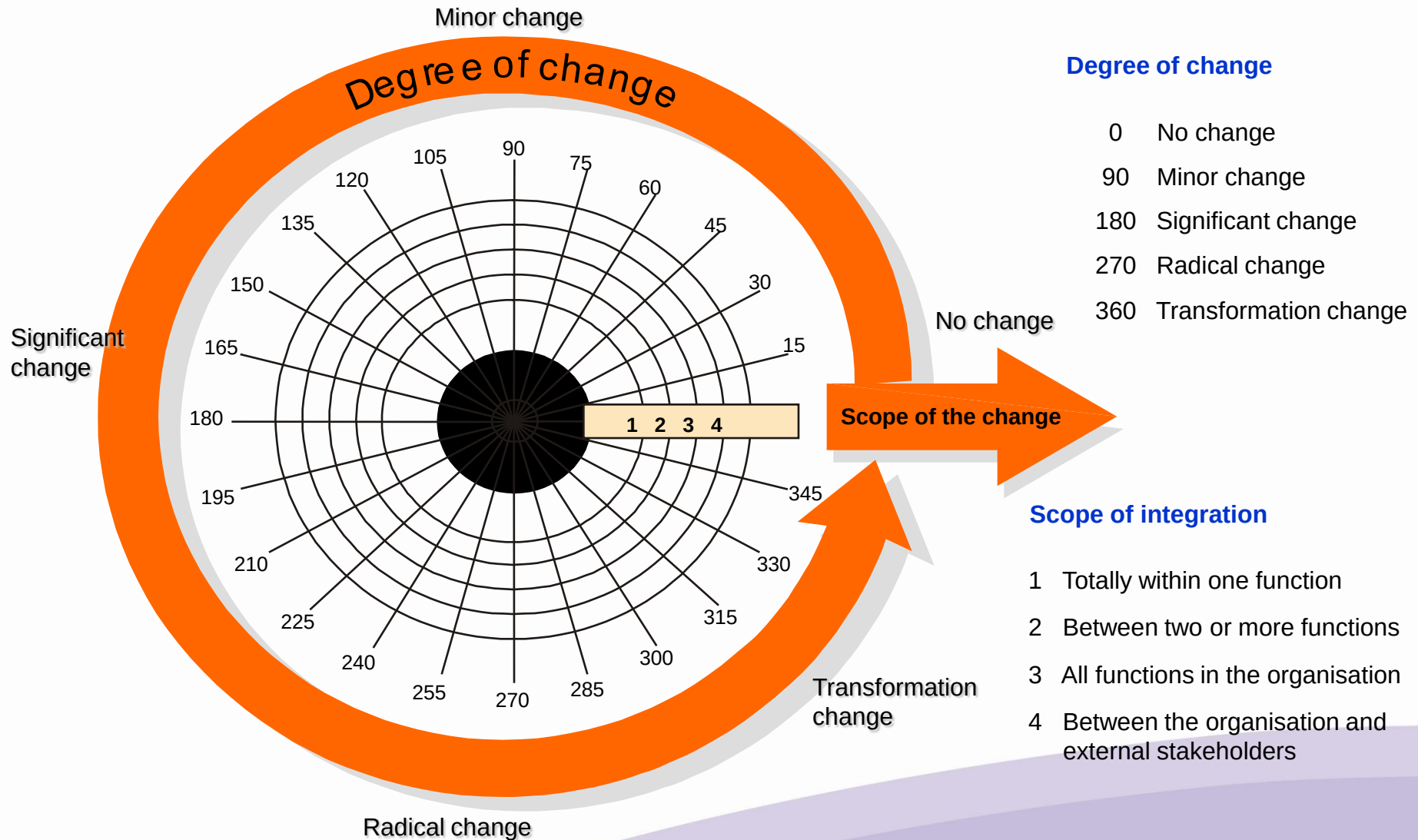
Scope of integration



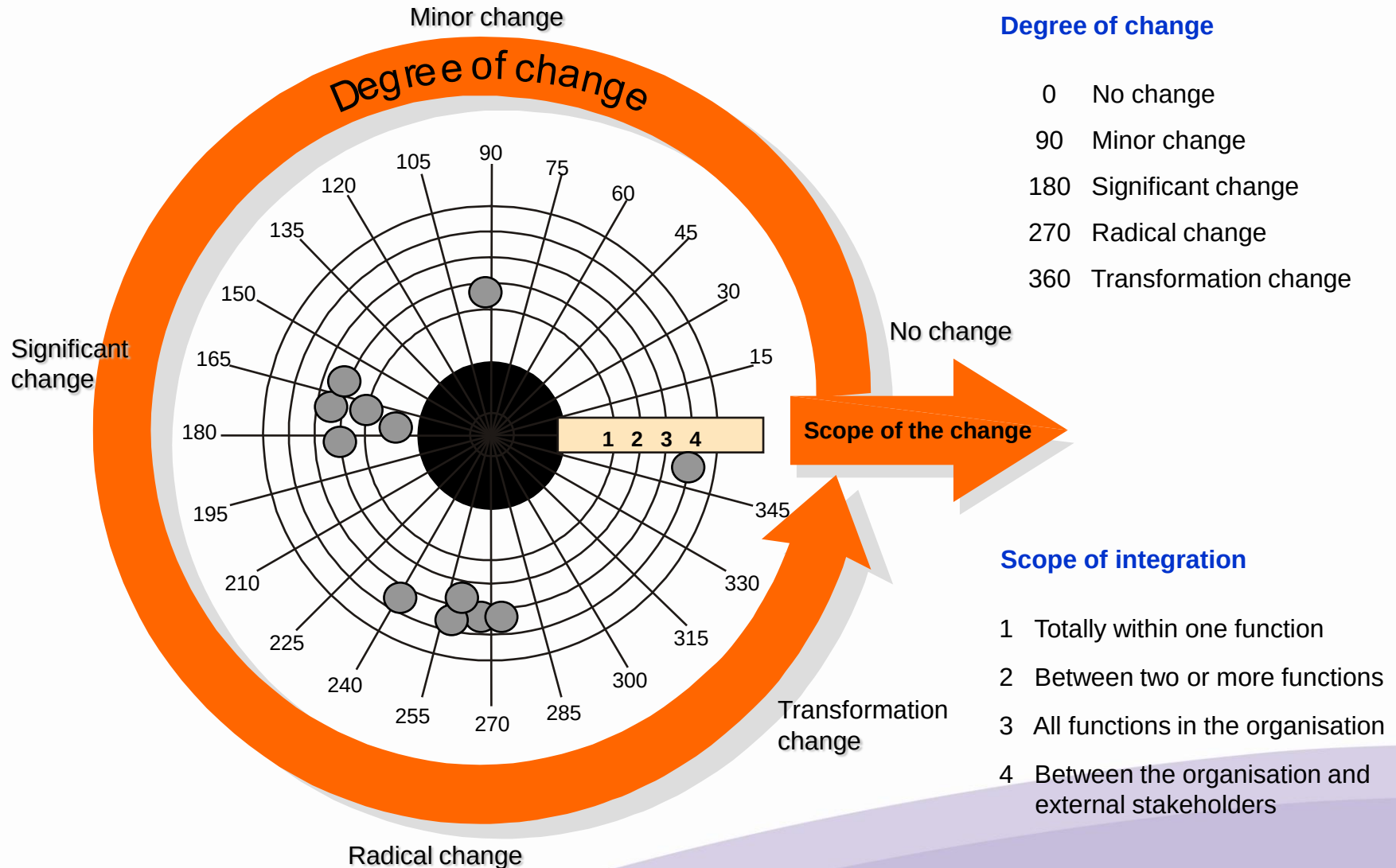
Key

- 1 Totally within one function
- 2 Between two or more functions
- 3 All functions in the organisation
- 4 Between the organisation and external stakeholders

The business process web



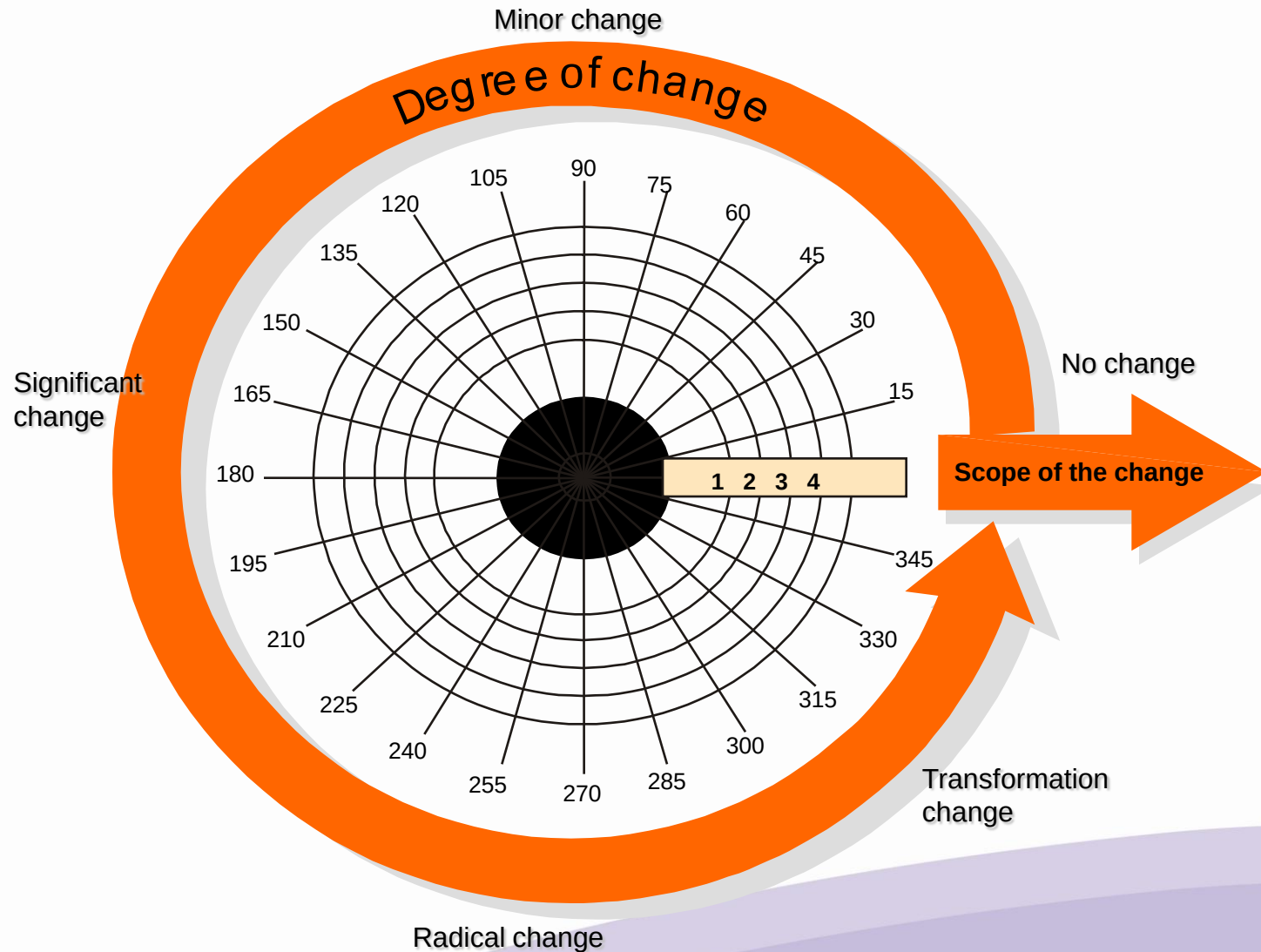
The business process web - one company's experiences



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Towards consensus about change programmes



Time to reflect

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