

Bevington Methodology Operating Model Design

BEVINGTON GROUP

PERFORMANCE OUTCOMES DELIVERED



Our Operating Model Design Approach

- ✓ Ensure the optimal combination of roles, skills, structures, processes, assets, and technologies
- ✓ Model your future in pragmatic detail and map out the change journey
- ✓ Meld top down design with bottom up insights
- ✓ Link strategy, organisational design, and execution

Effective Operating Model Design ensures complex organisations can change and grow, while delivering an excellent customer experience

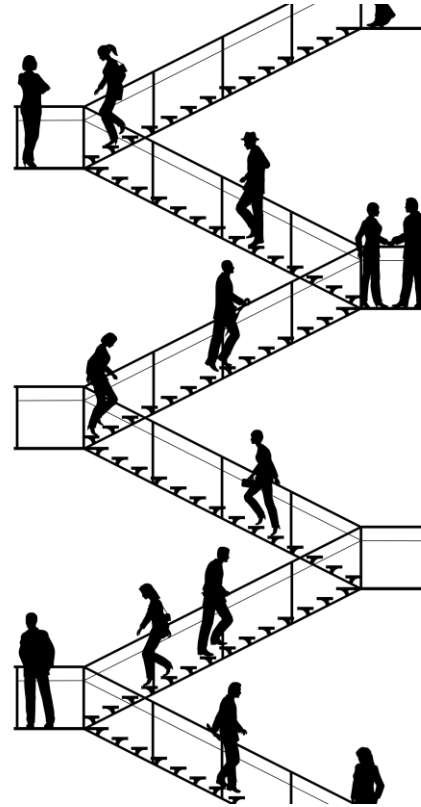
Operating Model Design can guide all levels of change throughout your organisation

Operating Model Design for high impact

A Business Operating Model is the combination of roles, skills, structures, processes, assets and technologies that allows any organisation to deliver on its service and product promises

Lean and Agile for first step improvement

- Swift elimination of non-value add work
- Economical means of creating simpler, more efficient processes and lower cycle times whilst engaging staff
- Inherently customer focused and cross functional approach



Process Re-engineering for complex improvements

- Deeper and more detailed than Lean and Agile approaches
- Understanding of specific role impacts and FTE reductions
- Detailed insights can also be used to manage role redesign and system specification as well as process and procedure improvement

The Operating Model is a powerful concept to ensure an organisation is set up to deliver its strategy

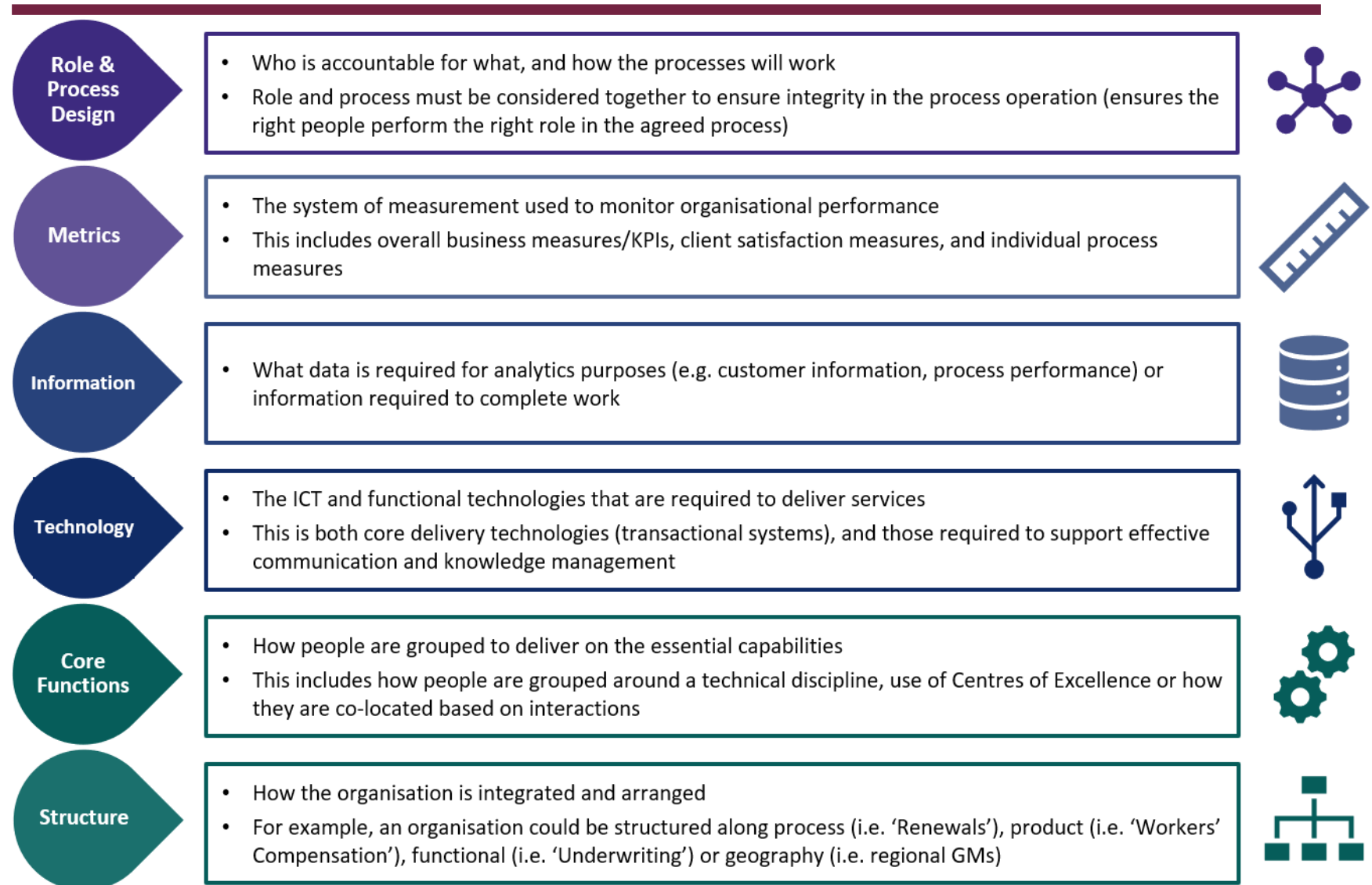


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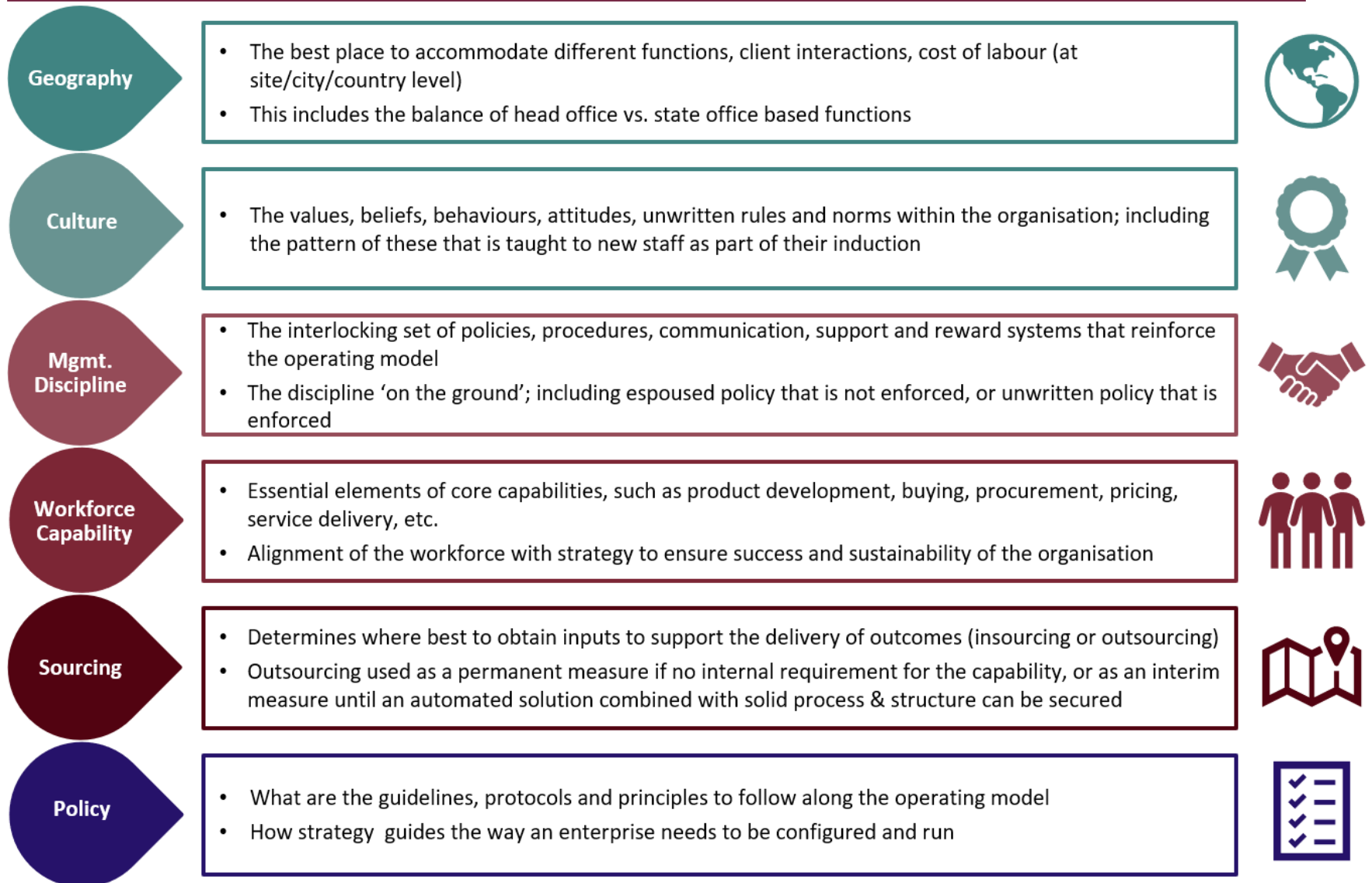
It is in effect the **way the business is set up to deliver VALUE** (in terms of both the customer and the business)

The **aspirational view** of how the business is to be set up to deliver against future or changing markets, environment and technology demands is sometimes called the **Target Operating Model**

To ensure your organisation is set up to deliver, we consider all elements of the Operating Model wheel...



... and determine top priority elements for review in a collaborative scoping study



TOP DOWN design with the senior leadership team

1. Open up thinking

- Understand current thinking and key concepts
- Confirm design principles
- Explore options

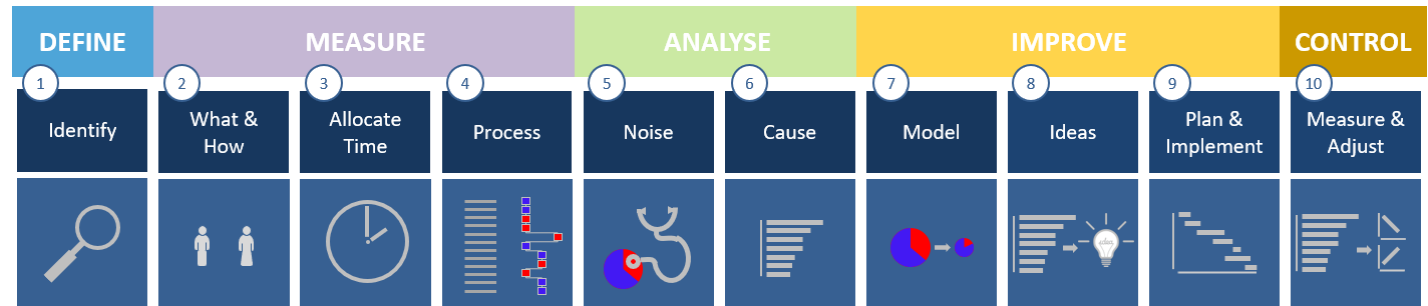
2. Design the solution

- Develop model options
- Investigate advantages and disadvantages
- Determine pivotal defining factors

3. Plan for the future

- Refine the model
- Identify change enablers
- Identify barriers to achieve the future state
- Agree on next steps

Our unique Operating Model approach melds top down design with bottom up organisational insights



What can you expect at the end of an Operating Model Design engagement?

While there is no such thing as typical Operating Model Design, you can expect to finish an engagement with:

- ✓ A deeper understand of your current operating model, across all elements in scope
- ✓ A target state operating model design which addresses current state opportunities in pragmatic detail
- ✓ A prioritised implementation roadmap comprised of tactical and strategic initiatives to deliver the target state
- ✓ Improved internal knowledge of operating model design, including Lean methods and Agile principles



Bevington has three clear differentiators

1

Specialists

We offer highly specialised services in business model, customer service model and operating model design, process improvement, and change management.

Our personnel are experts in our core disciplines. They are supported by leading edge methods powered by advanced software.

2

Methods

We deploy the right methods for your assignment, drawing from a range of techniques that have proven their worth time and time again.

From pinpointing waste in processes, role design, systems and structures, through to collaboratively designing a new enterprise, Bevington Group has the tools for the job.

3

Knowledge Transfer

We provide a genuine knowledge transfer service, growing the capability of your team, so they can lead the definition and delivery of change.

As capability grows, your teams have ownership over their own change program, which increases the likelihood of successful productivity improvement.

Our Net Promoter Score is world class

"What they do well is define the problem and current state and then agree with you the future target space and build a roadmap to get there."

– Senior Executive, leading Australian Bank

"The three key pillars of Bevington are academic credibility, high EQ and people skills."

– Transformation Lead, Financial Planning company

"They have excellent tools and models – XeP3. Their key capabilities lie in utilising these tools to reduce FTE effort and waste – very well used in our organisation." – Senior Executive, leading Australian Bank

"Bevington has helped us transform our operating model from a very traditional approach to essentially a leading edge view for a modern regulator."

– Executive Director, Federal Government Agency

"The Bevington Group is a professional, flexible and outcome focused team. The final report exceeded expectation, was tidy and easy to implement."

– CEO, Insurance Company

"Bevington have the benefits of a focused team and considerable redesign experience."

– CEO, Health Services provider

WHY BEVINGTON GROUP?

EXPERIENCE

The Bevington Group is Australia's leading specialist process improvement, business operating model design and change management service provider. With more than **25 years** of experience and having worked on over **1000 engagements**, the Bevington Group is ideally placed to work with you on this assignment.

OUR CLIENTS

We have worked with **a wide range of Australasia's most significant businesses and iconic institutions**, including: ANZ Banking Group; Asgard Financial Services; Best & Less; BT Financial Group; CGU; Coles; GE Finance; Harris Scarfe; Hastings; Laminex; Myer; NAB; Orora; Pacific Brands; Royal District Nursing Service; Shell; Swire Group; TAL; The Royal Flying Doctor Service; Unisys; Visy; and Westpac Banking Corporation (Retail Banking, Business Banking, Westpac NZ).

We operate in **diverse industries**, including: finance and banking, health care; government; insurance; supply chain and transport; manufacturing; utilities; aviation; telecommunications; tertiary education; and scientific research institutions

METHODS SPECIALISTS



OPERATING MODEL DESIGN

Ensure the optimal combination of roles, skills, structures, processes, assets, and technologies that allow your organisation to deliver on its service or product promises



PROCESS REENGINEERING

Apply a unique mix of standard lean methods and advanced business process improvement techniques



LEAN AND AGILE

Use Lean techniques to identify value, eliminate waste, and create flow. Use Agile for collaboration, customer focus, and faster/flexible delivery with lower risk.

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