# ad esse
consulting

Our Services

Overview

We're masters of change; helping organisations with a social purpose transform the way they work to create a long-lasting impact on the people who need it most. We are focussed on continuous improvement and work with your frontline staff, as well as senior management. Our team have experience within the sectors we serve and we base all our work on Lean & Agile principles.

Ad Esse's services fall under three headings:
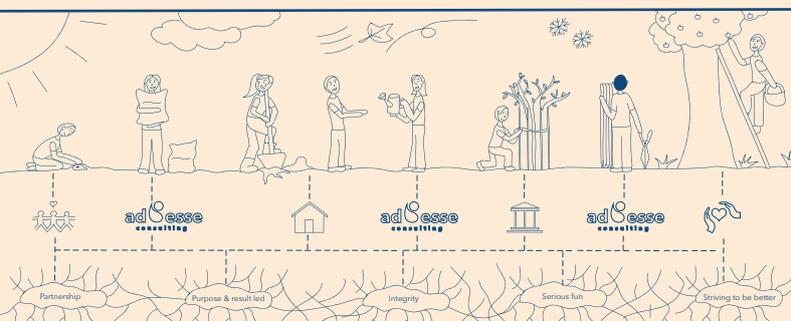
1. Develop people & culture

To fulfil your organisation's purpose and deliver great services, your staff must be fully equipped with capabilities to thrive in a constantly changing world. Sustainable progress is challenging without developing people and culture; what happens when the experts leave? We help by transferring skills to practitioners, leaders and frontline staff to ensure the whole organisation works cohesively together with an improvement-focused culture.

2. Improve services

With customer expectations and needs changing all the time, advances in technology, and challenging social and economic conditions, how do you know if you are delivering the right services in the right way, creating maximum value, without compromising on quality, compliance or profitability? We will help you to increase efficiency and improve customer experience.

3. Optimise organisational design

Is your organisation set up properly to efficiently deliver the best customer experience? Your organisation must be forward-thinking, innovative and able to challenge the status quo if you are to deliver truly great services.
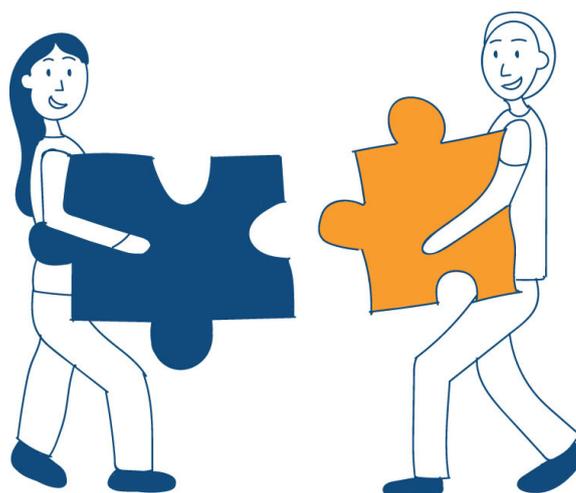
Develop people and culture

We transfer skills to practitioners, leaders and frontline staff to ensure the whole organisation works cohesively with an improvement-focused culture. By upskilling your workforce to make improvements for themselves, you can sustainably deliver great customer experiences long term, without the need for external expertise. A continuous improvement culture is where every member of your organisation searches for ways to do things better every day. Improvement becomes a core part of everyone's job and root cause problem solving is a natural response to challenges in the workplace.

Change practitioner training & development

Transferring skills to your in-house change/transformation/business resources reduces your reliance on external partners and keeps your continuous improvement initiatives rolling long after your current project or programme finishes.

Leadership development & coaching

Incorporating everything from group workshops, workplace observations, 1:1 and group coaching, we can create and embed a bespoke development programme that will turn your leaders into effective enablers of change.

Develop your staff as critical thinkers & problem solvers

A continuous improvement culture is one where every member of staff is engaged in improvement activities. This requires all your staff to have an awareness of the underlying Lean and Agile principles that deliver effective services, plus some of the tools, such as leading indicators and PDCA/DMAIC problem solving, that can support them in the workplace.

Design and embed an effective performance management approach & new measures

Measuring the right things is crucial to delivering a responsive and flexible service. The quality and quantity of data collected and how it is used will strongly influence efficiency, effectiveness and sustainability of service delivery, as well as informing the need for future change and supporting evidence led decision making.

Embed Information Centres

An Information Centre is a visual display that contains all key data and information relevant to your team. Like a "nerve centre", Information Centres are one central place where a group of staff can display, review and manage performance metrics, concerns and improvement activity. They are a powerful driver of behaviours in your organisation which leads to culture change.

Physical & Electronic 5S roll out

Ensuring that the workplace is organised for your people to deliver optimum services includes reviewing the physical and electronic working environment. 5S is a specific tool that gets everyone working through five stages, each beginning with S, to design effective, optimum and safe working environments that support improvement.

Improve services

Redesign specific services or processes to increase efficiency and improve the customer experience. By improving your services, you can achieve business outcomes like maximised income, reduced costs, better technology utilisation and improved performance.

Service & process reviews

Service or process reviews are usually driven by problems or by opportunity. Our approach to service and process reviews will facilitate your project team through an understanding of how things are now, the potential for improvement and benefits, the optimum design and what can be achieved in your desired timeframe, and implementation through to complete benefits realisation.

Service & process design

Designing services or processes from scratch can seem a daunting job; by focusing on service and process purpose, we can facilitate a team of your staff to design optimum services and processes that are purpose and customer focused, cost effective and high performing.

Rapid improvement workshops

For when you need to make improvements quickly. Suited to processes with a tightly defined scope or clearly defined problems, these workshops span five-days with a significant amount of implementation delivered at the end.

Service and process diagnostics

A diagnostic will uncover the root cause of any service or process problems you have and make recommendations about what your next steps should be.

Demand analysis

A demand analysis will show who is contacting your organisation and why. This knowledge can be used to design better, more customer centric services, identify where you need to put your resources, identify your next service improvement project, to inform delivery models, and to drive your digital and channel shift initiatives.
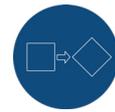
Workflow management

Ensuring that your IT systems effectively underpin and support your processes through digital workflow management.

Data quality maturity assessment & improvement

One of the biggest barriers to effective change and transformation is a lack of useful data. There is often lots of data but not a lot of confidence in what it says. A data maturity assessment will diagnose the state of your systems data 'as-is'. An improvement plan is then designed that will ensure your organisation generates reliable data that can be used to underpin decision making at all levels.

Systems readiness: assessment & process design

Maximise the chance of successfully rolling out your new IT systems and realising the benefits you need by reviewing your processes first and design the optimum way to deliver services using technology as an enabler.

Implementation Management

It's easier to say you're going to do something than actually getting it done. All ideas, improvements and plans you may have are pointless without the ability to implement them. Implementation Managers are an expert resource that Ad Esse has and organisations can hire to help deliver and coordinate their projects successfully. They use Agile principles to ensure that all eventualities are manageable, and nothing scuppers your success.

Optimise organisation design

By optimising your organisation design and removing any structural barriers to change, you can deliver great services to your customers long term and transform effectively. A large-scale full transformation programme embeds a culture of continuous improvement, makes services & processes more efficient, and prepares your staff to continuously improve in the future.

Process Hierarchy

Create an understanding of how all your processes fit together to deliver your vision and strategy. Identifying top level, critical and key processes and areas for improvement will be bring clarity to what processes you need and how your organisation is aligned to the delivery of those processes.

Policy Deployment

Policy deployment is the art of having your vision and strategic goals guide every decision and action your people take. However, this is often not the case. Embedding proper policy deployment will help ensure that your people are aligned and pulling together to deliver your strategic objectives.

Organisational health checks

An organisational health check, or diagnostic, is a precursor to any transformation programme. It reviews all aspects of your organisation far beyond processes and technology, touching on strategic fit, technology, data quality, capacity and capability, to assess your organisation's potential for successful transformation. The outputs of a diagnostic are identification of what is required for your transformation to be successful and the potential benefits of carrying out the recommended actions. Including ROI and other benefits, identification of quick wins and recommendations with prioritisation attached.

Transformation programme design & support

Transformation, as opposed to change, requires a significant amount of coordination and commitment. Ad Esse has over 15 years' experience of designing, coordinating and running such programmes in the housing sector and other social purpose sectors. By following a critical path of activities, we can ensure that your resource is well utilised, and efforts yield the results you need.

Capacity reviews

Over-burdened or under-burdened? It can sometimes be hard to gauge how much capacity is required for delivery of a particular service. Our capacity review can help you answer this question and ensure your resources are in the right places.

Options appraisals

If you are facing some difficult decisions and would like an impartial party to complete an assessment, then an options appraisal might be for you. Our options appraisals have recently helped organisations make confident and informed decisions about: strategic direction, operating models, service offerings, and structures.

Target Operating Model (TOM) design

Design your future state operating model that will enable you to achieve your organisational vision. Having a TOM provides a common framework upon which you can shape your transformation efforts.