

# SERVICE OPTIMISER

## POWERED BY AskYourTeam

### OVERVIEW

Service Optimiser is an easy to use, technology led online platform. Aligned to the proven methodology of the Australian Business Excellence Framework (ABEF), Service Optimiser allows you to evaluate your current services, benchmark them, identify issues and/or gaps, and prioritise the actions to improve. Service Optimiser gives you the ability to:

- ▶ Track and contrast the capability of your services
- ▶ Measure the impact of your delivery
- ▶ Assess the perceptions of your community

Service Optimiser can be deployed to enable the following:



#### UNCOVER VALUABLE INSIGHTS

Your service delivery teams and the communities they serve will always be your richest source of insight. Our proven platform means you never have to guess what they're thinking. By asking the right people the right questions, you'll get the full picture and ensure every voice is heard.



#### MAKE SYSTEMIC CHANGES THAT MATTER

Identify issues, gaps and opportunities across multiple services. With a global, system-wide approach, you'll make efficiency gains across the board, getting more value from your resources and making a bigger impact overall.



#### PRIORITISE WITH PRECISION

Get the answers you need by asking the right questions. Use data to cut through the noise and pinpoint where the real issues are. With valuable feedback and insights from your community and teams, you'll be able to eliminate bias and subjectivity to confidently prioritise service reviews, directing resources where they're needed most.



#### START IMPROVING SERVICES FROM DAY ONE

To complement in-depth reviews for your priority services, an 'overall service excellence assessment' provides a high-level view of all services – how they are performing, their Excellence score, and opportunities for improvements that can be acted upon right away.



#### MAKE THE RIGHT RECOMMENDATIONS

Service reviews don't happen in a bubble. Take the full picture into account to make practical recommendations within the broader context of other organisational services and the organisation's operating model.



#### PROVE YOUR IMPACT

Collect insights from key stakeholder groups (e.g. customers, community, regulatory bodies, etc.) in one integrated platform to ensure that the voice of the stakeholder is considered in decision-making.



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## USING SERVICE OPTIMISER

Service Optimiser is:

### SIMPLE TO USE

Complexities of Service Reviews measured simply. Tangible improvement is now within reach.

### SIMPLE TO MANAGE

Strategically plan and manage reviews and track and evaluate performance.

### SIMPLE TO DEPLOY

Setup is quick and deployed through the cloud (software as a service).

### SIMPLE TO ACCESS

Access anywhere, from your web browser, mobile device or desktop.

## METHODOLOGY

Service Optimiser uses a series of statements derived from international Excellence models and the ACELG Service Delivery Review Manual. These statements are structured under the key Excellence paradigms of: Leadership, Customers & Stakeholders, Planning, People, Process, Knowledge and Results.

Respondents are asked to rate the statements against a maturity scale of 1-7. The responses are then collated and weighted using our proprietary algorithm to provide an Excellence maturity score for each service that is benchmarked both over time and against other organisations.

Service Optimiser allows Councils to rapidly understand the perceptions of their teams and customers, compare service capability, identify common themes, prioritise improvements and formulate an action plan.

Peter Gainsford - General Manager of Inner West Council (NSW) – says:

“Councils have limited resources, and you need an effective way to work out where to put your time and effort. [Service Optimiser] has enabled us to focus on the next part of our service reviews and that’s been a wonderful addition.”



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## BENEFITS

Service Optimiser will allow your Council to:

- 1 Rapidly review services to identify key priorities.
- 2 Conduct in-depth service reviews to improve community outcomes.
- 3 Simplify the process of engaging in the right conversations.
- 4 Enhance the quality of oversight by benchmarking and tracking Council services.
- 5 Identify common challenges across services.
- 6 Reduce resourcing pressure by upskilling your team and building internal capability.

## WHY THRIVE35

Thrive35 was founded to develop client capability to sustain success. In an ever-changing market, the key to sustainable performance is the ability of a Council to ensure an agile business model through developing the capability of its processes, systems and people. We focus on providing services that develop your capability to sustain success. The focus is on resilience, agility and long-term performance.

- ▶ We have direct executive experience in conducting Excellence evaluations and maturity assessments.
- ▶ Our team includes some of the most respected leaders in Business Excellence both in Australia and globally.
- ▶ We have extensive experience supporting organisations to implement the ABEF and other Excellence Models.
- ▶ We are subject matter experts in the field of continuous improvement with extensive experience in improvement initiatives that align to an overall Business Excellence journey.
- ▶ We use the latest tools and methodologies to deliver the best outcome for your Council.



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## WHY SERVICE OPTIMISER POWERED BY



You're stronger when you listen.



AskYourTeam was founded with a clear purpose: To help create the most productive and enjoyable workplaces in the world.



Since 2014, AskYourTeam has been helping organisations get to the heart of what matters most. Uniquely aligned to all aspects of the IP&R framework, AskYourTeam has a proven track record of driving ongoing improvement in Councils.



The AskYourTeam framework is borne out of insights from leading organisational models from around the world, and refined through active collaboration with over 70 Councils in Australia and New Zealand.



Service Optimiser combines the Thrive Excellence Index and assessment methodology with the AskYourTeam system to provide an integrated, efficient, and seamless way to measure, monitor, and drive improvement for your organisation's Excellence Maturity.



For more on how AskYourTeam helps Councils to better understand their ecosystem go to: <https://www.askyourteam.com>

