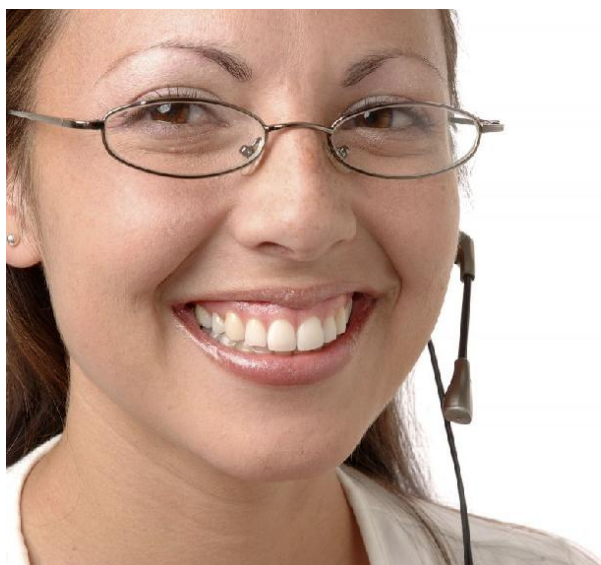


Case Study No.4



ePeopleserve (now part of Accenture) was an HR support service providing an outsourced HR function for large organisations.



Two years after our work, the company executive responsible for the quality champion initiative commented:

“The process is still working smoothly with ideas coming in and being actioned to the benefits of the business and its customers.”

We design a Quality Champion process for ePeopleserve

Background

ePeopleserve had only existed as an independent unit for under a year, having earlier been part of a much larger organisation. They had been renamed and needed to become more 'externally' sales and Customer focused.

Objective

With the business experiencing a period of rapid organisational change, the Chief Executive wished to have a mechanism for identifying problems and potential areas for improvement in terms of customer service.

Methodology

We formed a network of Quality Champions who were staff members with no management responsibilities. Their role was to form quality teams who would meet at intervals to identify and discuss problems and potential areas for improvement.

We designed a process that included: Monthly Meetings (to identify improvement initiatives), a Quality Register, a reporting process, a Regional and National Quality Council, National Quality Awards. We helped facilitate the whole process from an initial two day training programme for quality champions to supporting quality meetings and councils.

Outcomes

Within a year the process was running smoothly and the Chief Executive was delighted by the number of significant initiatives identified and then actioned by the Quality groups (ranging from changes in the layout of forms to physical building layout changes).