

Case study

Support of Process Excellence Programme in Financial Services



Business Background & Context	<p>Standard Life plc is a savings and investment business, with headquarters in Edinburgh and global operations. It has 1.5 million shareholders in more than 50 countries and over 6 million customers. In response to commercial, regulatory and risk pressures in 2008 Standard Life started implementing a process management framework to support the necessary business transformation</p>
Problem & Goal	<p>To establish process management structure and process excellence programme in order to</p> <ul style="list-style-type: none"> • Define and implement the right process architecture and business operating model • Build and embed lean continuous improvement skills and culture • Deliver improved efficiency & effectiveness through lean six sigma
What was Done	<ul style="list-style-type: none"> • Standard Life wanted to run an in-house programme to build skills and capability within the organisation. • Process Insight helped them in a number of ways <ul style="list-style-type: none"> • designing the training programme • certifying their BBs and MBBs • setting up internal GB certification aligned with British Quality Foundation accreditation standards • coaching and mentoring to MBB level
Business Impact	<p>Standard Life have run a very successful process excellence programme which won the 'Best Start-up Programme' at the European IQPC awards 2010 They supported it by building their in-house process excellence skills and capability and now have strength and depth with well over 100 GBs, 30 BBs and 5 MBBs.</p> <p>Process Insight have provided the in-house team with expert guidance and mentoring to build their skills allow the programme to flourish</p>