

LSIS Leadership in Technology (LIT) grant based intervention

Case study template

Provider name & contact details	Olga Palmer ACDhelp Limited
LIT Project title	<u>Virtualisation of the administration function</u>
Project summary : - Include the particular area for improvement that has been tackled through the effective deployment of technology	<p>1.0 In general, our systems and procedures have now been made mean, lean and auditable, Repetitive administration jobs have been subcontracted or automated. There is a reduction in the time of assessor reporting and easier access to client data. As a direct result administration costs have fallen and management can spend more time on what they are suppose to doing.</p> <p>The effective deployment of technology has enabled:</p> <p>1.1 Client data to be readily available to the interested parties via the secure bespoke online database;</p> <p>1.2 All assessor planning and assessment reports available in real time as these are added to the bespoke virtual database;</p> <p>1.3 The candidate’s work is securely accessed via Dropbox by the interested parties (a cloud based system)</p> <p>1.4 The reporting systems from Drop box and the database enable management to pro-act rather than just react. The management reporting process has been greatly enhanced by the introduction of ISO9001</p>
What were the aims of the project?	<p>2.0 Improve Management Information Systems.</p> <p>2.1 Provide accurate data to develop strategies</p> <p>2.2 Enable pro- acting on predicted difficulties</p> <p>2.3 Enhance control of existing activities</p> <p>2.4 Provide more time to management to develop recession strategies.</p> <p>2.5 Improve relationships between management and staff through regular monthly meetings required by the ISO 9001and by providing a clear lead based on the real time returns.</p> <p>2.6 Reduce the stress caused by making the returns to a</p>

	<p>deadline -now real time</p> <p>2.7 Provide standardisation of procedures throughout the company</p> <p>2.8 Staff CPD readily accessed on database.</p>
<p>What did you do and how did you do this?</p> <p>]</p>	<p>3.0 From discussions and brain storms and experience we found that approximately 45% of administration time was used to:</p> <p>3.1 Provide trainers/assessors information on the candidates while they were on the road e.g. they were lost and only had the postcode for the setting</p> <p>3.2 Portfolios or paperwork had been mislaid e.g the report the assessor wrote had not been put in the portfolio by the candidate or had been lost by the candidate. The whereabouts of the portfolio was not known.</p> <p>3.3 Issuing and receiving application forms</p> <p>3.4 Junk calls</p> <p>3.5 Repetitive tasks issuing copies of assessment paperwork</p> <p>3.6 Filing</p>
<p>What role did your mentor play on your LIT project?</p>	<p>4.0 Our LIT mentor helped with the ISO 9001 by completely reviewing our systems. The review was in conjunction with the use of a call centre (inward only) and the DBMS(database Management System) and Drop Box (virtual server)</p>
<p>What have been the key benefits from the input of your mentor?</p>	<p>5.0 We now have “lean, mean and auditable systems.” The system compels our staff to follow systems and procedures more easily. It has enabled us to audit our staff’s performance along with our own more easily. Furthermore trends enable us to pro-act as well as react to perceived difficulties.</p>
<p>What was the benefit of the support that you received from your</p>	<p>6.0 Our special friend helped us to re-analyse the project proposal in terms of its relationship to all our business activities, marketing, human resources and the like. Our LSIS Assistant listened carefully to our ideas and</p>

<p>LSIS Associate?</p>	<p>assisted us in taking the project much further than we we had originally envisaged. We are now much more virtual than we originally intended.</p>
<p>What has been the impact and benefit of the LIT capital grant to your project?</p> <p>What did the project cost, including LSIS funding?</p>	<p>7.0 The capital grant has enabled us to purchased new technology and software to virtually automate the administration process. It has enabled us to quicken the design and rendering of our e-learning along with giving more candidates access to the e-learning.</p> <p>8.0 Approximately £12000.</p>
<p>What has been the impact of your LIT project on your organisational improvement strategy?</p> <p>What were the benefits of your LIT project?</p> <p>What were the savings to your organisation?</p> <p>How did you calculate them?</p>	<p>9.0 In terms of Quality, we can at last prove that we are a quality organisation to deal with by virtue of our achievement of the ISO9001. It is hoped this will give us a sufficient enough of a profile to establish credibility with the SFA.</p> <p>9.1 We have reduced our administration costs significantly and the high office overhead is a thing of the past which in a word spells survival for us well into the next 18 months.</p> <p>9.2 The administration costs have been halved including the office overhead.</p> <p>9.3 The calculation is based on administrative salaries and rent reductions.</p>
<p>What were the lessons learned?</p> <p>What tips do you have for other providers?</p>	<p>10.0 The lessons learned are that a fresh look at the business model can lead to re-engineering your processes and procedures, but in our case it has enabled us to re-engineer the whole organisation. Through this approach it has raised our organisation's profile through the ISO9001 and reduced our costs through the improved use of technology.</p> <p>The tip for other providers is to not just to look at policies and procedures but to look at the whole organisation in terms of</p>

<p>How will you disseminate effective practice to others in the sector?</p>	<p>improvement..</p> <p>We have added our findings to a recent LSIS conferences and will be adding the information to our website and Facebook page.</p>
<p>Provide a quote on your experience of the LSIS LIT project.</p> <p>Are you happy for us to use this and your contact details for marketing and publications?</p>	<p>“ LSIS helped achieve a major administrative step forward by making us focus not just on the issues that were under our nose but on the wider challenges that needed to be faced. Linda encouraged us to go several steps step further and we started to realise just what can be achieved by harnessing the appropriate technology. We have reduced our admin costs to a more commensurate level with the business activity through using virtual applications (such as Drop box) that give greater secure access to information to all appropriate parties. As a result all of us know what is happening all of the time with the candidates we service. It enables management to pro-act rather than react and permits them to get on with the real job of surviving in a recession. The achievement of ISO 9001 demonstrates that this was a quality strategy to adopt.</p>
<p>Contact details for further information</p>	

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