Business Process Management as a baseline for transformation



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Steven Miles – Speedy Hire



Assets and services





Digital Web /

App















Tools

Survey & Safety

Power

Nonmechanical

Inspection

Training

Powered Access

Rail

Fuel

Product Sales

Managed Solutions

Sales Channels





Lifting

Solutions



People

Cost structure

Assets





Logistics

Technology

Key Partners

Service Centre





Trading



Manufacturers

Hire partners Technology

Services





People

Key Resources

Customer



Brand







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Concessions







Transformation Readiness Dashboard



Program Vision	A platform enabler to deliver Speedy's Digital Strategy					
Plliar	Vision & Strategy	Business Process	Change Management	Data & Insight	Cloud Operating Model	
Readiness Assessment	•		•			
Capability Assessment	Company Vision & Strategy Program Vision & Strategy KPIs Definition KPI Results Executive Sponsorship	Planning, Design Documentation & Workflow Review & Cont. Improvement Performance & Prediction Proc Adherence/Exec Sponsor	CM Competency CM Planning CM Readiness CM/Project Management Int. Executive Sponsorship	 Data Management Data Quality Data Architecture Data Governance Data Operations 	Strategy & Governance Cloud Solution Design Build & Test Cloud Solutions Deploy & Operation Continuous Operations	
Risks	Capture on the Day	Capture on the Day	Capture on the Day	Capture on the Day	Capture on the Day	





Process Management – where do we want to be?

Maturity / Domain		Business Process	
Initial and Aware	Level 1	Ad-hoc, inconsistent, individual heroics. Very few processes documented with little or no clear alignment to strategy.	
Emerging and Repeatable	Level 2	Some processes are documented & repeatable, success and alignment to business strategy still not consistent.	Current state
Defined and Standardized	Level 3	All core business processes are defined, confirmed & standardised with clear evidence of performance improvements and in alignment to business strategy.	
Strategic and Predictable	Level 4	Management uses precise quantitative and qualitative measurements to effectively control, predict and improve business efficiency in direct response to changes in business strategy.	Target state
Transformational and Optimized	Level 5	Business process discipline viewed as a differentiator and critical competitive advantage when formulating and delivering the organization strategic goals.	

Process Management – What?

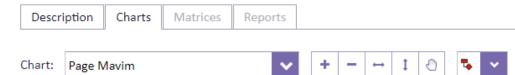
- 1. Planning Design & Establishment Business processes are planned, designed and established to yield consistent & repeatable results which are in full alignment with the organisation value strategy and its published set of success criteria.
- 2. Documentation & Workflow Mapping Core business processes are fully documented and kept updated with clear objectives, review notes, and business rules so that tasks can be performed according to their documented plans. Workflows are owned, fully mapped and visually represented.
- 3. Review & Continuous Improvement Business processes are continuously revised to reflect changes in business strategy. Core processes improve in line with the speed of the business driven by the governing principles of **standardisation & simplicity**, respecting local cultures, geographies and specific Line-of-Business needs.
- **4. Performance & Prediction** Management use precise quantitative and qualitative indicators to (a) effectively control the activity effort, and (b) accurately identify ways to adjust/adapt processes to meet the particular needs.
- 5. Process Adherence & Executive Support Business process adherence is disciplined, controlled and measured for repeatable success. There is Zero tendency to abandon proven processes even in the time of stress or crisis. Senior management fully sponsor process review and improvements.



Spee

APQC retail process framework





OPERATING PROCESSES

1.0 Develop Vision and	2.0 Develop and Manage	3.0 Market Products and	4.0 Merchandise
Strategy	Customer Experience	Services	Products and Services
5.0 Deliver Products	6.0 Deliver Services		



MANAGEMENT AND SUPPORT PROCESSES

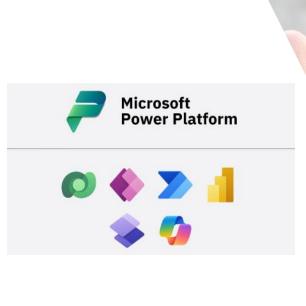
7.0 Develop and Manage	8.0 Manage Information	9.0 Manage Financial	10.0 Acquire, Construct,
Human Capital	Technology (IT)	Resources	and Manage Assets
11.0 Manage Enterprise Risk, Compliance, Remediation, and Resiliency	12.0 Manage External Relationships	13.0 Develop and Manage Business Capabilities	



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Why Mavim?

- Integration with D365
- Integration with Power Platform
- ➢ Integration with O365
- Elegant design
- Process Mining capability
- Good supplier fit







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Business Processes

Description Charts Matrices Reports

Chart: Landing Page





Fleet Management

Power & Energy Solutions Powered Access **Business Improvement**



Solutions Equipment and Consumable Sales

Process The tasks, workflows and activities that help us run our operation People All the core job roles and the processes they operate Technology The software systems and tools we use, linked to the processes they enable

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nH Sales and

Marketing

Customer Experience

Sales

Commercial Pricing

Marketing

Speedy Connect

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Product and Asset

Management

Supply Chain

Asset Management

Category Management

Support Functions

People Team

Finance

IT, Process & Data



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Business Capability

HSSEQ

Risk and Assurance

ESG

Transformation

The Academy





Process Management Metrics

	UKDate					
₹ 🖾 …	03/05/2024 🖺 30/08/2024 🕅	3				
Business Processes	0					
Operations	Process Area	Hits	TopicName		Topic hits	
Operations Support		*			topic hits	
	UK8d Hire	1081	1.Where to add and remove nodes/sub	categories	1	
Product and Asset Management	Asset Repair	537	2.Adding nodes/subcategories		1	
Sales and Marketing	Customer Solutions	386	3 way valve modification process (Com	pressors)	2	
Sales and Marketing	Customer Services Team	324	324 324 324		2	
Support Functions	Data & Process Management	322	3rd Party Delivery		3	
	Commercial Pricing	317	Aborted Collection		7	
	Manage Order Pricing	308	Aborted Delivery		2	
	Damage & Disposal	277	Absence		3	
	Manage Hire	242	Account/Role Maintenance			
	Development and Data Engineer	ing 225	Accounts Payable		30	
	Transactional Finance	200	Accounts Receivable		19	
	People Team	192	Action leaver tasks		3	
	Asset Management	185	Activate Live Agreement		2	
Complete Return		169	Additional Core Stock Ordering		1	
	Total	7258	Total		7258	
7258		1.0000				
Count of Topic Hits	Department	# topic hits	JobTitle	# colleagues	# of Topic hits	
	UKI HIRE	1191	Business Process Manager	1	1012	
CLC 10 10	SUPPLY CHAIN	9	Head of Data & Process Management	1	579	
561	SPEEDY SOLUTIONS	349	Strategic Project Lead	1	376	
301	POWERED ACCESS	39	Graduate	7	375	
	POWER AND ENERGY	113	Depot Manager	45	286	
Unique Topics	PEOPLE TEAM	389	Customer Services Team Manager	1	271	
	OPS SUPPORT	519	QA Analyst	1	264	
	E LLOYDS BRITISH	1	Head of Commercial	1	242	
	HSSEQ.	49	Business Improvement Partner	4	238	
	GROUP TRANSFORMATION	743	Group Damage and Los Manager	1	199	
	Total	7258	Total	322	7258	

Business Area	Owned	Defined	Visually Represented	Measures defined
Business Processes	856	422	625	36
Operations	133	54	122	12
Operations Support	132	60	120	14
 Product and Asset Management 	118	71	66	3
Sales and Marketing	102	41	82	0
Support Functions	371	196	235	7
Total	856	422	625	36

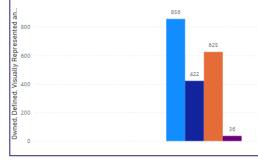
Owned, Defined, Visually Represented and Measured

Owned

 Defined

 Visually Represented

 Measured





TINGING



Transforming Speedy to deliver





Customer Focus

Providing the easiest, most convenient customer experience in hire



People First

Proud to be the employer of choice, a 'Best Places to Work' business



Operational Excellence

Investing in world class operations and processes



Technology and Data

Leveraging technology & data to drive simplicity, efficiency and growth



Innovative Growth

Driving market leading growth through Innovation, choice and sales capabilities

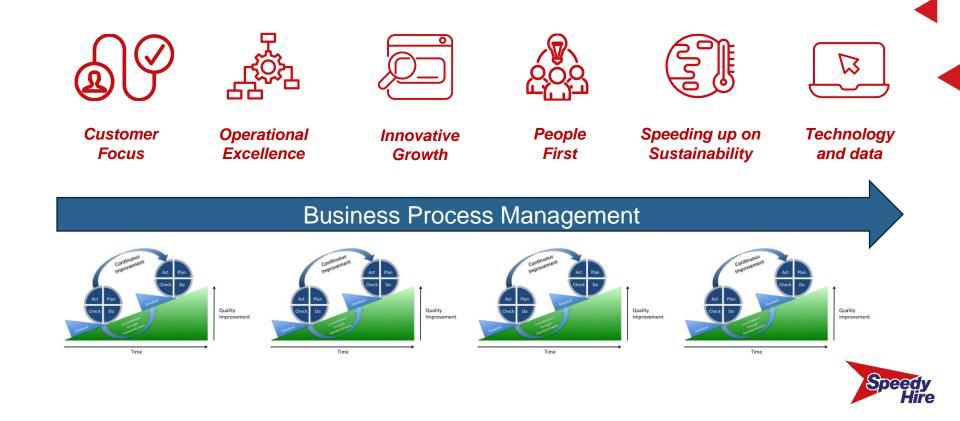


Speeding up on Sustainability

Accelerating Decade to Deliver to be the industry leader on ESG



Our Velocity transformation workstreams



Any questions?

Steven Miles – Speedy Hire



Hydrogen Electric