



***Business Process
Management as a baseline
for transformation***

Steven Miles – Speedy Hire



Speedy Hire

Assets and services



Tools



Lifting



Survey & Safety



Power



Non-mechanical



Inspection



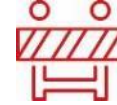
Training



Powered Access



Fuel



Rail



Product Sales



Managed Solutions

Sales Channels



Service Centre



Trading



Digital Web / App



Concessions



Solutions

Cost structure



People



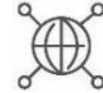
Assets



Property



Logistics



Technology

Key Partners



Manufacturers



Hire partners



Technology



Services

Key Resources



People



Customer



Brand



Systems & Data



Transformation Readiness Dashboard

At a glance



Program Vision	A platform enabler to deliver Speedy's Digital Strategy				
Pillar	Vision & Strategy	Business Process	Change Management	Data & Insight	Cloud Operating Model
Readiness Assessment					
Capability Assessment	<ul style="list-style-type: none"> Company Vision & Strategy Program Vision & Strategy KPIs Definition KPI Results Executive Sponsorship 	<ul style="list-style-type: none"> Planning, Design Documentation & Workflow Review & Cont. Improvement Performance & Prediction Proc Adherence/Exec Sponsor 	<ul style="list-style-type: none"> CM Competency CM Planning CM Readiness CM/Project Management Int. Executive Sponsorship 	<ul style="list-style-type: none"> Data Management Data Quality Data Architecture Data Governance Data Operations 	<ul style="list-style-type: none"> Strategy & Governance Cloud Solution Design Build & Test Cloud Solutions Deploy & Operation Continuous Operations
Risks	<ul style="list-style-type: none"> • Capture on the Day 	<ul style="list-style-type: none"> • Capture on the Day 	<ul style="list-style-type: none"> • Capture on the Day 	<ul style="list-style-type: none"> • Capture on the Day 	<ul style="list-style-type: none"> • Capture on the Day



Process Management – where do we want to be?

Transformational and Optimized	Level 5	Business process discipline viewed as a differentiator and critical competitive advantage when formulating and delivering the organization strategic goals.
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.
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.
Emerging and Repeatable	Level 2	Some processes are documented & repeatable, success and alignment to business strategy still not consistent.
Initial and Aware	Level 1	Ad-hoc, inconsistent, individual heroics. Very few processes documented with little or no clear alignment to strategy.
Maturity / Domain		Business Process



Target state



Current state



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.



APQC retail process framework



Description Charts Matrices Reports

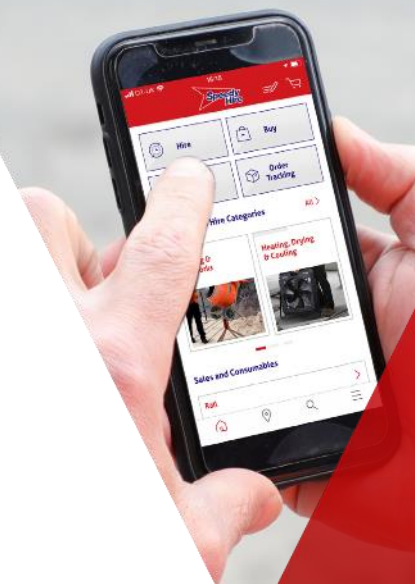
Chart: Page Mavim

OPERATING PROCESSES

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

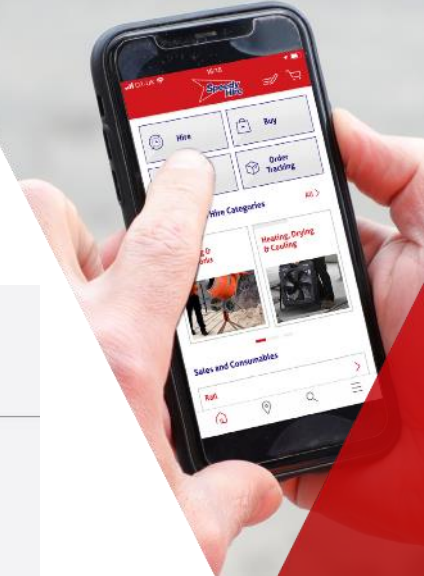
MANAGEMENT AND SUPPORT PROCESSES

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



Why Mavim?

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



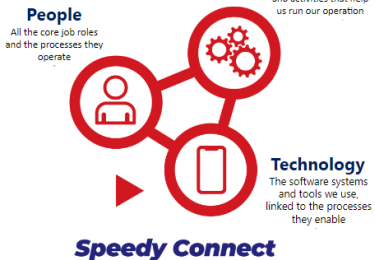
Business Processes



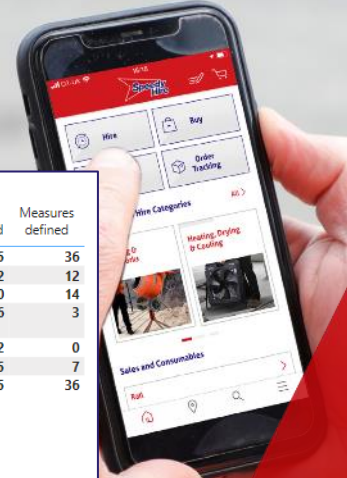
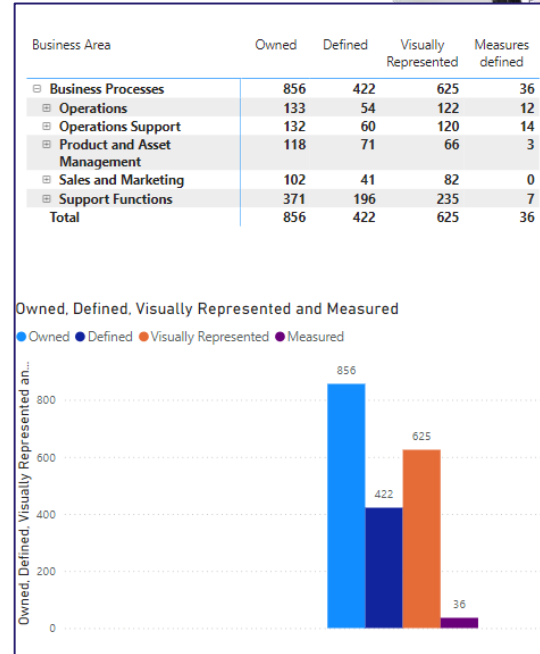
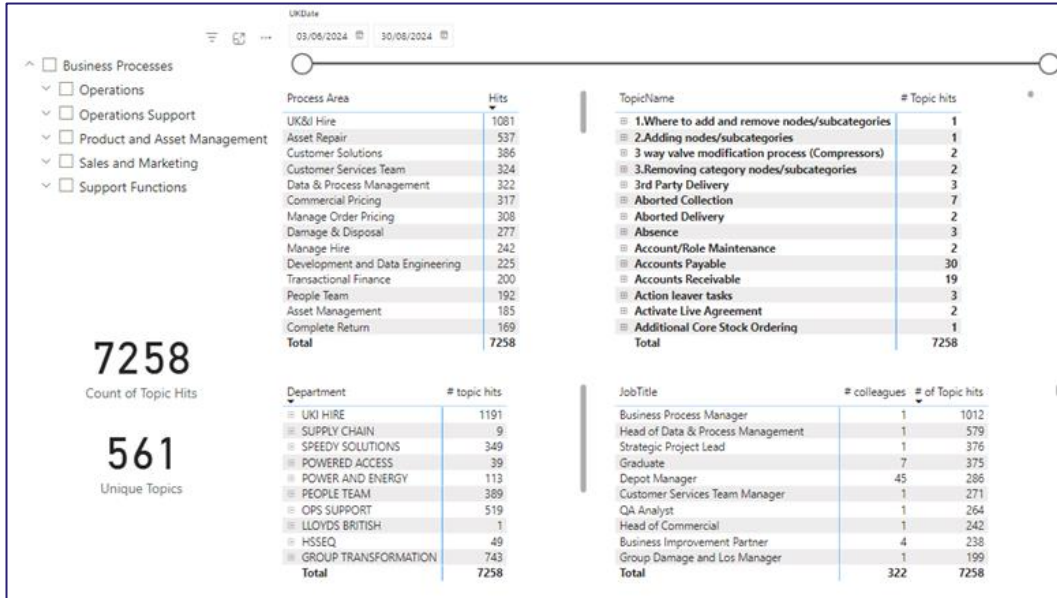
Description | Charts | Matrices | Reports

Chart: Landing Page ▼ + - ← ↓ ↺ ↻ ▼

 <p>Operations</p> <ul style="list-style-type: none"> UK&I Hire Speedy Solutions Power & Energy Solutions Powered Access Lloyds British Welding Technology Solutions Equipment and Consumable Sales 	 <p>Operations Support</p> <ul style="list-style-type: none"> Logistics Engineering Fleet Management Business Improvement 	 <p>Sales and Marketing</p> <ul style="list-style-type: none"> Customer Experience Sales Commercial Pricing Marketing 	 <p>Product and Asset Management</p> <ul style="list-style-type: none"> Supply Chain Asset Management Category Management 	 <p>Support Functions</p> <ul style="list-style-type: none"> People Team Finance IT, Process & Data 	 <p>Business Capability</p> <ul style="list-style-type: none"> HSSEQ Risk and Assurance ESG Transformation The Academy
---	---	---	--	---	---



Process Management Metrics



Velocity



*Transforming
Speedy to deliver*

Velocity



Customer Focus

Providing the easiest, most convenient customer experience in hire



Operational Excellence

Investing in world class operations and processes



Innovative Growth

Driving market leading growth through innovation, choice and sales capabilities



People First

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



Technology and Data

Leveraging technology & data to drive simplicity, efficiency and growth



Speeding up on Sustainability

Accelerating Decade to Deliver to be the industry leader on ESG

Our Velocity transformation workstreams



Customer Focus



Operational Excellence



Innovative Growth



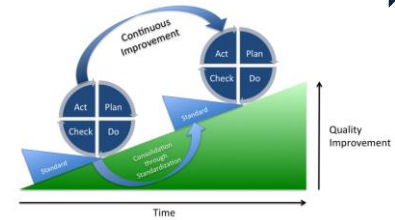
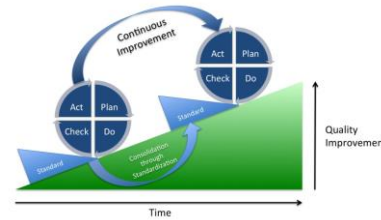
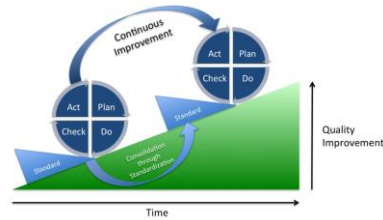
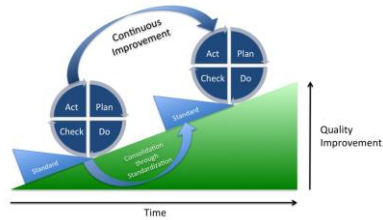
People First



Speeding up on Sustainability



Technology and data



Any questions?

Steven Miles – Speedy Hire

