Continuous
improvement
maturity assessment

Are you a five star
organisation?

The Institute for
Continuous Improvement
in Public Services

ICiPS

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The Maturity Assessment was developed with you in mind …

From analysing tons of information and seeing patterns forming from frequently asked questions, we noticed four key issues that were common to most organisations:

1. Key Issue 1 – CI is not being embedded and driven through the organisation due to badly-designed principles and weak practices, that are not conducive to CI improvements

2. Key Issue 2 – There is a perceived lack of time for CI – there is always another priority or crisis!

3. Key Issue 3 – Employees lacked engagement with the CI process because there was no clear direction, no-one seems to be driving it and there was no accountability.

4. Key Issue 4 – How can judge the extent to which CI is embedded across the organisation.

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Based on intelligence from the front line provided by your employees; the Maturity Assessment will enable you to pinpoint and understand:

1. How well embedded CI really is (as oppose to how you perceive it to be)

2. What improvements are needed to ensure you move closer to a CI culture

3. The actions required to address the cutting concerns of your employees

In addition, the maturity assessment will also provide opportunities and benefits for all, namely:

✔ Leaders are transformative and future focused

✔ Services are customer-centered

✔ Employees are engaged and motivated

✔ Collaboration across the organization is the norm

✔ Services cost less to deliver

Where CI is embedded, it can be likened to a well-oiled machine; the sum is greater than the parts and every piece works in unison.
Your organization, with a culture of continuous improvement embedded, will continually adapt to emerging demands and introduce innovative initiatives. It will also play an integral part in shaping the future of public service delivery.
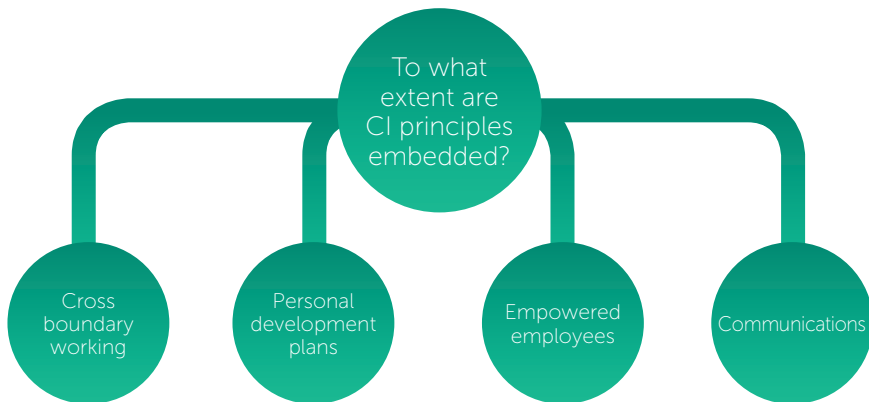**We challenge you, to give one reason why this wouldn't be your idyll?**

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Where are you on your journey to embedding a culture of CI?

Starting
Defining plan to embed CI culture

Fledging
Implementing culture change

Adopting
CI culture partially embedded

Practicing
CI culture evident in all internal activity

Transforming
CI culture evident in every internal and external activity

What your results will show ...

Data provides insight into how well the core areas of activity that enable a CI culture are working. We analyse and explore your result in a number of ways to ensure you understand not only individual areas of activity, but as importantly, the dependencies that show the system is working.

To what extent are CI principles embedded?

- Cross boundary working
- Personal development plans
- Empowered employees
- Communications

✔ Understand how well embedded CI is at different levels across your organisation; within teams and across hierarchies and activities

✔ Hear the observations of your employees; those who know how things are actually working day to day

This powerful combination of intelligence helps you formulate targeted plans designed specifically to move your organisation forward. Taking the guesswork out of it.
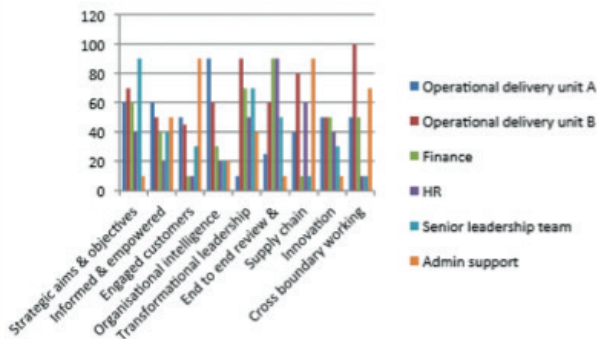
Use the results to target areas for improvement and benchmark performance as you work towards becoming a 5 star organisation ★★★★★

Our visual results enable you to immediately see areas of excellence and those for improvement and are useful to help you cascade results to the workforce.

Operational
delivery unit A

Results across the organisation are presented in a bar chart.

- Operational delivery unit A
- Operational delivery unit B
- Finance
- HR
- Senior leadership team
- Admin support

Our follow up workshop will take your leadership team through the results and guide them in the formation of a strategic action plan and cascade.

We offer bespoke implementation support as required.

An essential benchmarking tool for senior managers wanting to ensure continuous improvement is simply the way work is done

What our customers say

'The results from the Maturity Assessment which you administered for us Debbie, have provided a helpful baseline to measure our improvement as we go forward and Directors are already looking at areas to address as a result of the assessment.' Susan O'Bey. Assistant Chief Secretary (Organisational Development) St Helena Government

Contact us now:

07906 623432
info@icips.org
www.icips.org

Continuous improvement is a never ending journey during which you will explore areas you never thought possible; climb mountains you never thought you could; and reap rewards

tenfold through time, costs and efficiencies gained.

Start your journey now to ensure yours is a 5 star organisation ⭐⭐⭐⭐⭐

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+44 01904 215620
info@icips.org
www.icips.org