



Process Excellence through a Single Transformative Tool

How bringing together collaborative design and business process reengineering can create a new standard in operational excellence for your organization

A lack of process standardization across organizational elements – whether separated by miles or walls - creates an opportunity to transform, drive consistent outcomes, increase automation, and empower collaboration.

Operational Support Tool (OST)

Where are we now?

As federal resources and missions are scrutinized, federal clients are challenged to articulate how their staff add value and how much time their staff spend performing their duties, and administrative processes. And, while the requirements driving process performance are usually consistent across an organization, the actual processes used across an organization can be highly varied. This lack of process standardization across offices performing like functions causes significant inefficiencies and prevents effective root-cause analysis of problems that arise. This lack of standardization often produces inconsistent outcomes, reduces automation opportunities, and increases time spent accomplishing similar tasks. To address these important challenges, Guidehouse has created the Operational Support Tool (OST) solution.

How can we excel?

The Guidehouse OST approach combines process improvement and standardization, curation of leading practices and automation, knowledge management, and training into a single simple to use tool. Guidehouse consultants work from a deep understanding of government processes, governance, and policy development to guide the implementation of program maturing efforts that have had sustainable positive operational impacts for our clients. The Guidehouse OST utilizes a collaborative, Design Thinking approach to fully explore client current state processes and challenges, and we use OST to help create a new and exciting operating model to drive process excellence. We prioritize client stakeholder involvement each step of the way, engraining institutional knowledge and leading practices into the OST's development.



Operational Support Tool
For Process Excellence

OST Applications for a Changing World

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As organizations consolidate and grow, they look to reorganize processes in a way that leverages capabilities, shared services, and automation efficiencies, while retaining workforce institutional knowledge.

1. Retaining Institutional Knowledge

The federal workforce is facing one of the largest expected waves of retirements. The GAO expects that more than a third of employees will become eligible for retirement by the end of the decade. OSTs memorialize important guidance, detailed instructions, and innovative employee developed solutions within each process.

2. Organizational restructuring as an opportunity to excel

In today's climate of mergers, acquisitions, and restructuring, every organization is looking for an operational edge. Improvement and standardization of processes that are inclusive of new strategies and operational structures are critical to maximizing intended savings and efficiencies. OSTs bring process owners and stakeholders together to design an inclusive and efficient operating model.

Our Approach

Development of each OST involves an IDENTIFY phase where we help organize and operationalize a collaborative client working group which guides process mapping and the identification of each step within targeted process. We then lead an ALIGN phase focused on consolidating leading practices, automation, and process variations into a high performing end-to-end process map. Finally, during the DESIGN phase, Guidehouse brings together support tools, guidance, and process management capabilities into a single, easy to use tool.

OST Phase Breakdown

Identify – This phase begins by identifying process owners, areas of the organization involved in each process, and top performers, to assemble a working group of seasoned leaders and staff. Guidehouse consultants will work collaboratively with the working group defining the process current state. We gain an insiders perspective on challenges and successes within each process by involving process owners and practitioners to identify and map each step within the process, as well as unique variations, leading practices, guidance, and tools currently in use. In mapping and reviewing the process, we uncover possible areas for automation and improvement. Guidehouse views the identify phase as instrumental in defining the capabilities needed within each process which enables it to achieve its intended outcome.

Align – Alignment of artifacts and capabilities identified in the previous phase produces a complete process picture. Alignment formulates an agreed upon end-to-end process, made up of leading practices and a clear journey line, creating a framework by which process tools, guidance, and automation are validated. The align phase creates a standard and implementable process that becomes the foundation of the OST design.

Design – Taking an iterative agile development approach, we use the design phase to flesh out visual tools and integrate various capabilities and functions using Visual Basic for Applications (VBA) coding language to create a desired user experience. The working group and other select beta testers add input and share desired functions with each iteration. Taking design out of 'the black box', Guidehouse developers take a collaborative approach to designing the final delivered OST along with easy to follow user and administrator guides to facilitate OST deployment and use.