

Innovative Process Group



Newsletter

October 2002

In this edition

AAPT - "A process focussed organisation".

An introduction to our newest Associate.

Mobile Process Solutions (MPS) trial begins.

Over the last 3 months our team has been assisting key AAPT staff in Sydney, Melbourne, Bendigo and the Gold Coast to capture their key business process information. The objective has been to ensure that AAPT remain focussed on their core business, whilst identifying opportunity for process improvement.

A very rewarding aspect of this work has been the willingness of AAPT staff to employ our process methodology and apply the skills our team have given them to create and manage their process management system.

In particular - call centre management have benefited from the flexible and adaptable tools we employ, allowing them to capture the key information their staff need when responding to customer enquiries.

Many of the progressive Telcos like AAPT are now using a service provision model that ensures uniformity in the delivery of service along with development and roll-out of products and offerings geared to meet customer expectations.

IPG's work has consolidated AAPT's efforts to implement a framework management approach to business. This will provide the springboard for future growth and effective competition based upon process extension and strategic process management.



In July we were fortunate enough to gain a new team player in the form of Mr David Gunning. David brings with him a wealth of experience gained from 20+ years with the Australian Army as an infantry officer, specialising in operations and training.

David is a recent graduate of UNSW with a Masters of Management Studies - HRD. He will lead our team's development of IPG's training and HR Service offerings.

David's first role on the team has been to effectively manage our work with AAPT - the success resulting from his work speaks for itself. His role in follow-up with AAPT will be quite important over the next six to twelve months as he provides facilitation and mentoring to key members of the AAPT management team.

David is based in Canberra and will assist in setting up and then running our Canberra office - to be established in early 2003.

In late September we put the finishing touches to our proof of concept project for Mobile Process Solutions - or MPS for short. This project is aimed initially at the the Diving and Maritime Industries. This has been a lengthy process and involved much consultation with our partners (for hardware and software issues) and a group of customers willing to try out the concept and be our 'guinea pigs'.

We owe a big thank you to Andrew Smith, for his work with our team throughout July and August on the supporting databases and project screens. Andrew has moved to Singapore and will be missed.

Following on from the trial we will setup the development and support infrastructure for MPS and commence marketing this product to our target customers.

If you would like a sneak preview before then call David Passmore on (02) 8211 0451 to arrange a demonstration.



A new meaning to an old medium - Paper !

Extracted from an article attributed to Malcolm Gladwell - "THE SOCIAL LIFE OF PAPER - Looking for method in the mess".

On a busy day, a typical air-traffic controller might be in charge of as many as 25 planes at a time-some ascending, some descending, each at a different altitude and travelling at a different speed. He peers at a large, monochromatic radar console, tracking the movement of tiny tagged blips moving slowly across the screen. He talks to the sector where a plane is headed, and talks to the pilots passing through his sector, and talks to the other controllers about any new traffic on the horizon. And, as a controller juggles all those planes overhead, he scribbles notes on little pieces of paper, moving them around on his desk as he does.

To the layman air-traffic control depends on computers and radar. In reality it also seems to depend, heavily, on paper.

When people have talked about the need to modernize air-traffic-control systems, this is, in large part, what they were referring to. This need to modernise has not only been one of the most pressing needs for the airline industry but for most business today yet it brings with it one of the great puzzles of the modern workplace!

If technology was supposed to replace paper, and we certainly have seen a lot of technology introduced over the last decade or so, why then do we use more paper per capita today than ever before in history?

A number of cognitive psychologists and ergonomics experts, argue, that paper has persisted for very good reasons: when it comes to performing certain kinds of cognitive tasks, paper has many advantages over computers.

Paper is tangible: we can pick up a document, flip through it, read little bits here and there, and quickly get a sense of it.

Paper is spatially flexible: meaning that we can spread it out and arrange it in the way that suits us best.

And it's tailorable: we can easily annotate it, and scribble on it as we read, without altering the original text.

Gladwell goes on to argue that digital documents as we know them today, whilst having their own advantages, lack the affordances that really matter to groups of people working together on the same information. Sounds familiar, doesn't it?

That is until now! IPG understands the attributes that we find so alluring in paper and we help our customers find and develop these in a range of innovative IT and process management solutions.



"..Simple..tangible...flexible...tailored..."

these are the attributes of IPG's latest product offering - Mobile Process Solutions (MPS).

Through the use of IPG's process methodologies, you will quickly have in your workforce a powerful handheld or Pocket PC based solution that will present simple, flexible processes tailored specifically to your needs. See our website for further details.

PARTNERS SOUGHT

Do you or does your company specialise in any one of these fields?

Environmental Management Systems
Safety and Occupational Health
Knowledge Management

If so, contact our team with your details and we will explore what can be achieved together!

NEXT EDITION

Other team member profiles

Innovation Workshop
How to turn it into a reality

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