

Integrity Services

Draft Process Design Principles

6 March 2015

V1.1

Design Principles

The seven categories are intuitive



Design Principles

Each category is defined through principles

Customer Experience

- We understand customer needs and **customise our service delivery to specific customer segments**
- There is **certainty of experience** for our customers
- Our customers understand how to **access our services**
- We **own the problem**

Right First Time Process

- Our processes are **standardised and methodical**
- We take time to clearly **define the problem up front**
- We take an **evidence based approach to our decision making**
- We have the **right person making decisions**
- We **continue to learn** and build improvements

Resources & Deployment

- Our **core capability is in-house**, but we will use external resources when efficient and appropriate
- We operate and manage as a **professional services provider**, with all that implies
- We actively **identify and manage talent**
- We commit to **supporting sector initiatives**

Design Principles

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Strong Performance Culture

- ‘Performance’ to us includes **operations and outcomes**
- Our performance is **actively managed** and we **collectively own that performance level**
- We measure **customer satisfaction**
- We measure ourselves against **genuine benchmark performers** from the public and private sectors

Centre Led

- **Design will be led from the centre** – including strategy, operations and target performance metrics
- We will operate a **nationally consistent model** – a consistent process with local operational decision making
- **Performance will be tracked centrally**

Balance Between Cost and Return

- We will **actively make trade offs** between the cost of our operations and the value we deliver
- We will support our decisions with **strong rationale**

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Valued Voice

- We are a **valued contributor** to the wider organisation
- We are a voice at the table that **balances risk appetite, risk tolerance and value**
- We keep the **organisation informed**

