



Process Improvement Case Study: Corbin Develops Procedures Manual to Improve Efficiency

Client Need: After moving to a new location and making a major shift in service offerings, our public sector client was concerned that a framework of written policies and procedures was not present for staff to leverage. The client requested our assistance in analyzing current policies and procedures, reengineering them to improve efficiency, and documenting the revised policies and procedures in a written manual.

Corbin Solution: Corbin started by interviewing staff to determine what the current processes were. By conducting multiple on-site evaluations, Corbin was able to determine the efficiency of these processes and used this data gathering to redesign the processes to save time and money for the client. Corbin's finished product provided the customer with a detailed procedures manual which outlines all steps required to perform daily business activities.

Client Benefits: Staff understand the steps required to perform daily activities and have a procedures manual to refer to when questions arise.

- **Continuity:** All staff were aware of the standardized processes. Therefore, any staff member could pick up a task in the middle of processing and the end product would look the same.
- **Knowledge Management:** Many senior staff were set to retire. The procedures manual captured important lessons learned for junior staff to benefit from.
- **Streamlined Customer Service:** The procedures manual was distributed to customers, providing them with the steps required to complete a process. This information significantly decreased the amount of customer service misunderstandings.
- **Increased Morale:** Staff were more confident in the services and their performance of those services.