



Government Process Reengineering Services

**A Comprehensive set of interventions for
Capacity
Systems and
Culture Building**



Ascent Leadership and Management Consultants Pvt. Ltd

Service Delivery and Performance Challenges of Government Organizations

The requirements for improved service levels in basic public services necessitate government to focus on methods and tools for higher efficiencies and better performance. Most often, in the absence of comprehensive redesign of the processes and creating performance and service focused work culture, government organizations remain constrained with limitations that are cyclical and vicious.

- Cumbersome and bureaucratic work processes, systems and procedures
- Resource constraints and skill gaps to adopt technology tools for improved efficiency and resource optimization
- Lack of Performance Measurement and Oversight Mechanisms
- Lack of Transparency, Accountability and Responsibility
- Lack of Technical Skills, Role Clarity and Service Delivery Attitudes
- Lack of long term based Vision, Culture Building and Change Management efforts
- Absence of concerted efforts for required Policy and Procedural changes

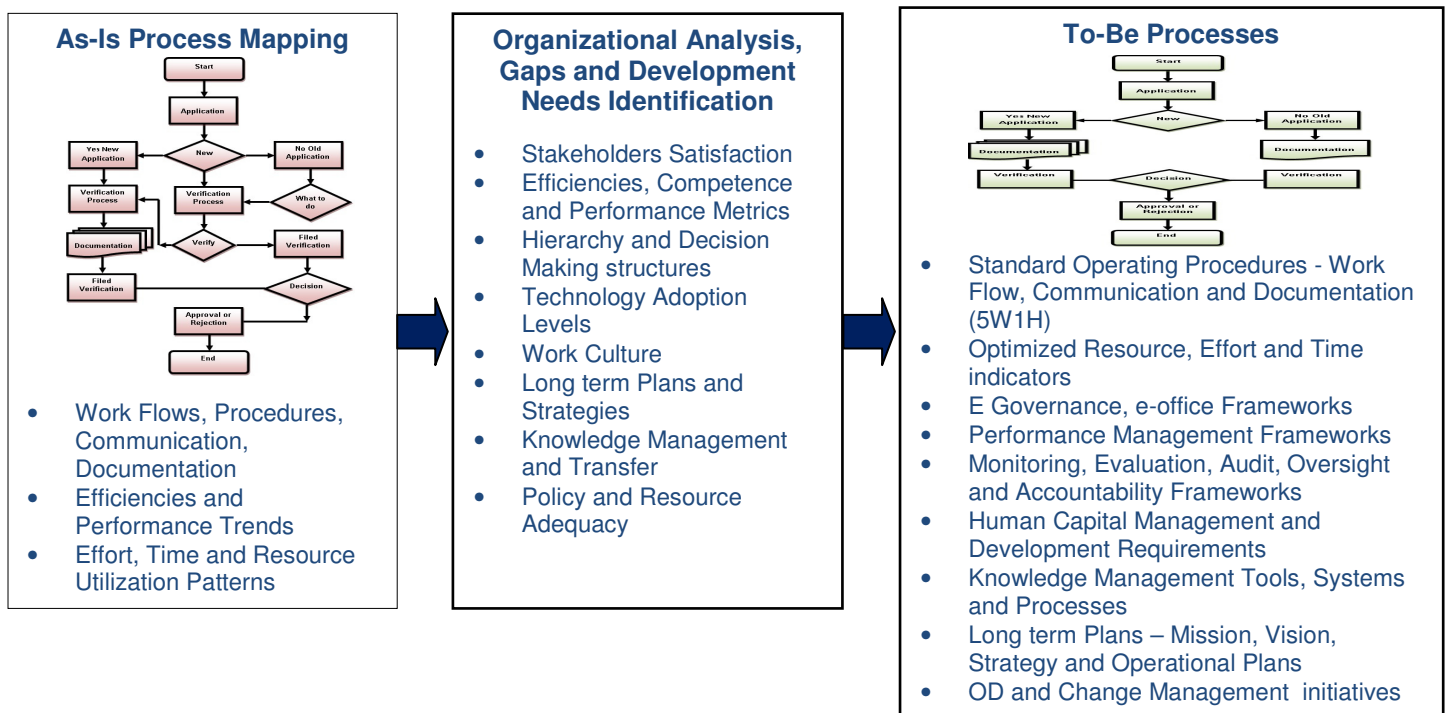
Ascent Solution Framework

Ascent performs comprehensive diagnosis and provides process reengineering (GPR) solutions to ensure sustainable and accountable service delivery practices, systems and culture.

- Establishment of multi-location and networked Service Delivery Centres
- Simplified, Streamlined, Reengineered and IT enabled work processes (Standard Operating Procedures)
- Human Capital skill and Attitudes Development and Organization Development systems and processes
- Performance Management and Monitoring Systems and Tools (KRAs, KPIs, Performance Tracker, Dash boards, Files and Documents Tracking, Performance Assessment, Audit, Oversight and Reporting)
- Change management Initiatives
- Knowledge management systems and processes

Ascent Methodology

Leveraging on their long years of private and public sector experience, Ascent Consultants adopt a co-working methodology and evolve comprehensive solutions. We develop and knowledge transfer benchmarks and best practice operating models. We handhold the client personnel to get the reengineered work processes assimilated in to the organisation's work culture and institutionalized.



Engagement Methodology

Ascent deploys a team of highly experienced business–organization process consultants; Ascent suitably designs radical and / or incremental change initiatives, based on the organizational realities, the need, intensity and urgency for change.

Engagement Phases	Activities and Deliverables	Fee Structure
Phase 1: Need Identification, Strategy and Programme planning	<ul style="list-style-type: none">• One time activity• Participative and intensive stakeholder and Performance Analysis• Action Plan Report	One time lump sum fee with actual expenses incurred for conducting need identification
Phase 2: Processes Reengineering	<ul style="list-style-type: none">• Redesigning Systems and Processes• Reengineered Process Manuals	Fee based on the no of processes reengineered and effort estimates and actuals incurred on travels and incidentals
Phase 3: Handholding for implementation	<ul style="list-style-type: none">• Staff Capacity Building• Implementation Follow up and Monitoring Support• Sustenance Measures• Transition Management	Fee based on effort and time estimates and actuals incurred on travels and incidentals

About Ascent

Ascent Leadership and Management Consultants Pvt. Ltd. is a multi-disciplinary management consulting company of repute, providing industry and government clients integrated solutions for Strategy, Reengineering, Process Improvement, HR and OD, Change Management, Organisation Culture, Market Research and Assessment Studies. We provide a broad range of advisory, training and outsourcing services and assist our clients find solutions for their greatest challenges of performance and growth.

We assist government organisations develop good governance practices for better service delivery, citizen centric administration and institution development. We have developed and implemented practical good governance models of service delivery and institutional management in departments such as Police, Urban Development and Municipal Administration, Rural Development, Health, State Administration, and Social Welfare.

We have provided leading edge solutions to our industry clients for business growth, customer satisfaction, brand building, operations efficiency, employee productivity, and technology and project management. We help these clients improve their product and service delivery capabilities for achieving high net worth. We have served a wide spectrum of clients in verticals such as Manufacturing, Heavy and Light Engineering, Pharmaceuticals, Biotechnology, Mines, Railways, Gas, Electronics, Food, Chemicals, Banks, Infrastructure and Construction.

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People || System || IT || Technology || Culture || Good Governance