

## Ffordd Gwynedd Review - Benchmarking Steps

### Step 1 - Prepare a Review

- Ensure the understanding and commitment of the Head of Department and the Senior Managers
- Ensure the understanding of the Unit Manager
- Get a sense of the current culture / scope
- "Ffordd Gwynedd at Work" presentation for all Unit/Units staff
- Establish the team

### Step 2 - Learn about the service

- Define the purpose of the Unit/Units
- Define the performance measures
- Observe/listen to how the Unit/Units currently operate
- Identify waste and what causes the waste
- Identify risks and opportunities for improvement
- Collect evidence about what was learnt
- Get the staff's agreement
- Develop the implementation principles of the Unit/Units

### Step 3 - Report on what was learnt

- Present what was learnt in Step 2 to the Unit/Units' management team and the Cabinet Member
- Demonstrate the opportunities for improvement
- Establish the support from the department's Leadership to proceed to experiment

### Step 4 - Experiment

- Experiment with new operational methods
- Monitor the impact of the change on the customer
- Assess the success of the Experiment
- Prepare a plan to get the rest of the workforce using the new way of working

### Step 5 - Report on the outcomes of the experiment

- Present what was learnt in Step 4 to the Unit/Units' management team and the Cabinet Member
- Come to an agreement on how we will move forward

### Step 6 - Implementation

- Transfer the rest of the workforce into the new way of working

### Step 7 - End of review

- The service has reached maturity as it adopts the new culture and maintains the culture without the need for constant support from the review team.