

Case study

Create a strategic advantage with
workforce connectivity

Process improvement action plan

Background

This leading University was seeking assistance in conducting a review to deliver a set of quality improvements relating to their HR and Payroll operations. The University had grown dramatically across the region and extended its broad portfolio of activities and needed to continue this journey in a new environment, characterised by globalisation and greater competition, whilst engaging with the workforce and the faculties on these core service functions.

Scope

rivor formulated a phased approach tailored to meet the University's unique requirement. The review included a detailed analysis of the Service Framework, reviewing key service elements such as manuals, job profiles, organisational structure and processes.

Benefits

rivor identified the gaps between ideal performance and actual performance, providing recommendations and a detailed action plan for process improvements. A business case was developed detailing the financial and operational benefits that the University would achieve with the service model of tomorrow.

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in touch with a *rivor* office near you.**

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