

An Introduction to The Vanguard Method

A better way to make the work work

The Vanguard Method challenges current management thinking about how to design and manage organisations in order to improve performance.

Who should attend this programme?

Public, Private and Third Sector Leaders needing...

- ... to DELIVER outstanding service to their customers and citizens
- ... while CUTTING costs
- ... and IMPROVING morale
- ... through a METHOD for sustainable change

Delivered by an expert Vanguard consultant, on this ONE DAY programme you will learn:

- Why traditional management approaches make things worse
- Why targets, inspections and specifications impair performance
- The importance of good measures
- How to approach re-designing your system

The Vanguard Method helps leaders to change their approach to the design and management of work in their organisations.

The consequences are improved service to citizens and customers at a reduced cost, and improved morale within the organisation.

The Vanguard Method transfers expertise to people (leaders and frontline staff) through intervention theory (how you make a change) and systems theory (how to analyse and design work) resulting in fast and sustainable change.

Attend this one-day introductory session to learn more on the Vanguard Method and how you can determine those first steps to transform your organisation and improve performance.

Organisations that have adopted the Vanguard Method achieve results that are astonishing – for example, resolving benefits applications in days, completing all repairs in days and meeting 94% of customer appointments within 15 minutes of when agreed. Delivering better service also drives costs down; as getting it right first time is cheaper. In addition, the Vanguard Method has an enormously positive impact on morale – people come to work happy and confident, because they now control and improve their own work.

With all of that going for it, you might wonder why everyone is not 'doing it'. And the answer is that the Vanguard Method represents a challenge to management conventions and traditional approaches. It is based on a series of counterintuitive truths and the best way to learn (and believe) these truths is by seeing them in action in the work.

VANGUARD



Vanguard, 1 Nelson Street, Buckingham, MK18 1BU

Tel: 01280 822255

email: office@vanguardconsult.co.uk

www.vanguard-method.com