

# Improvement Groups for efficiency in the process of Event Management

This public Agency is endowed with departmental autonomy, carries out business development assignments of interest to the general public, and oversees the development of local economies. The Agency has expressed its desire to increase efficiency in the event management process. Within the Agency, 7 different Organisation Units manage events autonomously, with a different allocation of resources. This has revealed the need to establish a single, standardised process to be used by all of the Organisation Units.

PRAXI's proposal, in the area of design and operations, takes advantage of Improvement Groups to identify the most suitable methods for analysing the processes in use at the various Units, and then to create a shared one combining all existing best practices.

## Targets

- To reduce the time invested and improve efficiency in the Event Management process
- To create a single Event Management process to be shared and used by the 7 Organisation Units
- To share the best practices in use among the individual Organisation Units in handling the Event Management process.

## Working Process

- Establishing 7 Improvement Groups corresponding to the 7 Organisation Units that manage events following different processes and methods
- "As Is" Analysis: with support from a consultant, every Improvement Group analyses the event management process and identifies critical issues
- Analysis of the 7 flows, identifying the differences and drafting a summary of the process's critical issues

- "To Be" Analysis: creation of a **master working group** with the process owner of each Organisation Unit, to analyse the different ways of managing the process, share the best practices from each Organisation Unit, and define a shared and standardised process at a departmental level
- Proposal of new process to the Management, complete with the capitalisation of best practices used by each Organisation Unit
- Implementation of new Event Management process in all of the Organisation Units.

## Targets Reached

- 30% average reduction of process management times
- Joint development of a single Event Management process valid for the whole Agency
- Improvement of group culture through

sharing the Event Management process.

## Methodologies

- Improvement Groups to map the process used by the different Organisation Units and to create a standard process (AS IS and TO BE analyses)
- Benchmarks to compare the methods for implementing the process at the various Organisation Units
- Flow chart illustrating the process and sequence of activities
- Ishikawa diagram to identify causes of critical issues arising during the process
- Pareto principle to identify the highest value-added activities for process efficiency.



*improving performance*

## PRAXI SpA

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Established in 1966, it is structured as follows: 250 Employees (40 Managers), 10 Locations, € 6 million in Share Capital. The company's main activities are divided among four Divisions: Management Consulting, Information Technology, Valuations and Appraisals, Human Resources.

PRAXI's ability to offer integrated services is a key factor that makes the company stand out as a multi-disciplinary liaison in corporate consulting. Its cross-cutting approach combines perfectly with its innate ability to foster partnerships, seen as an opportunity to take on the clients' goals and build long-lasting professional alliances.

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