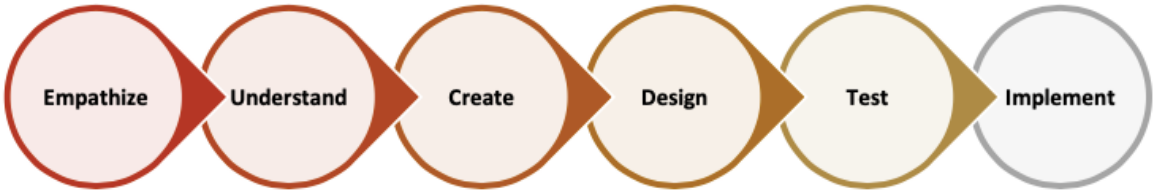


The Workspend "Design Thinking" Methodology for Contingent Workforce Program Assessment

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workspend

www.workspend.com



Our approach is based on 'Design Thinking' principles and assists in creative solutioning. The process is based on a combination GAP Analysis, Stakeholder Expectations and Best Practices. The process encourages the various stakeholders internal and external to share their experience, feedback and what in their opinion an ideal solution should look like to exceed their expectations. This information is also taken into account with the GAP Analysis information that we collect via an assessment of the current processes, and industry best practices.

One of the key aspects of our approach is getting the various different department employees to come together and discuss the entire Contingent Workforce Management process, right from requisition development to start of an assignment. This gives a holistic view of the program and break barriers within different silos that inevitably end up developing in organizations. The information gathered here helps us assess the overall health of the program and also aids in developing 'prototypes' of what an ideal solution should look like for the particular organization. The new design goes through several iterations before tested and implemented.

The Workspend Difference

Empathy

Our group of experienced consultants and associates looks at the problem from a multitude of perspectives – clients, their customers and the end users. We approach every solution with a thorough approach, keeping the minutest detail in mind and the 'Voice of the Customer'. Along with taking a 'People First' approach, we use our varied experiences to come up with insightful solutions.

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Integrated Thinking

Our 'Integrated Solutioning' approach, which has been developed over a period of time, helps to make the pattern clearer and helps us to see how to make changed effectively. The 'Integrated Thinking' discipline approach allows us to see the whole, see interrelationships rather than things, seeing the 'pattern of change' than static snapshots. We do not aim to push 'growth and improvement', but rather aim to remove factors limiting the same.

Collaboration

The increasing complexity in managing contingent workforce programs, requires a collaborative effort and Workspend consultants not only work with other disciplines internally but also within the client teams. Many of them come with significant experience in more than one area.

The Workspend Design Workshops

Preparation

This involves working with the leadership team to understand the objectives and understand their areas of concern. Our consultants also meet with the team members from the various business functions like Talent Acquisition, HR, Finance, Procurement, Legal etc. and get their thoughts about the current program, issues that they face and areas that need to be improved in the process. We also assess the program by analyzing each step, the tool and documents and the supplier base. The team then comes up with a process, which also takes into account the industry best practices. This process takes usually from one to three weeks.

Workshops

Team members from different business functions are then brought together in workshops which are usually help over one or two days and then they are asked to assess the new process Workspend consultants have designed. This allows for open dialogue and a chance for everyone involved to share their feedback on what the new process or strategy will be. We find this to be a very effective exercise for 'change management' as the stakeholders understand why certain processes have to be followed, the benefits the program brings for the firm and most importantly they have a sense of ownership in the new way of doing things – hence find cause to be big proponents internally.

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A snap-shot of the Voice of the Customer section of the workshop, where we start understanding the situation today, from the mind of the internal customers:



Voice of the Customer (20 minutes)

- When was the last time you used this service?
- Can you describe your experience?
- What was your best/worst/craziest/most memorable experience with (area of focus)?
- What has worked well?
- What has not work so well?
- Did you find anything surprising about the process?
- Do you remember what you were thinking at this point when you had a good/bad experience?
- Do you know the reason for that?
- How you feel about the current process today?

Post Workshop Actions

Once the workshops have been completed, it can take from one to three weeks to synthesize the key outputs from the workshops and synthesize the outputs. The initiatives can include process re- engineering, changes in the supplier base, renegotiation of contracts, team training, change in VMS configuration etc.

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