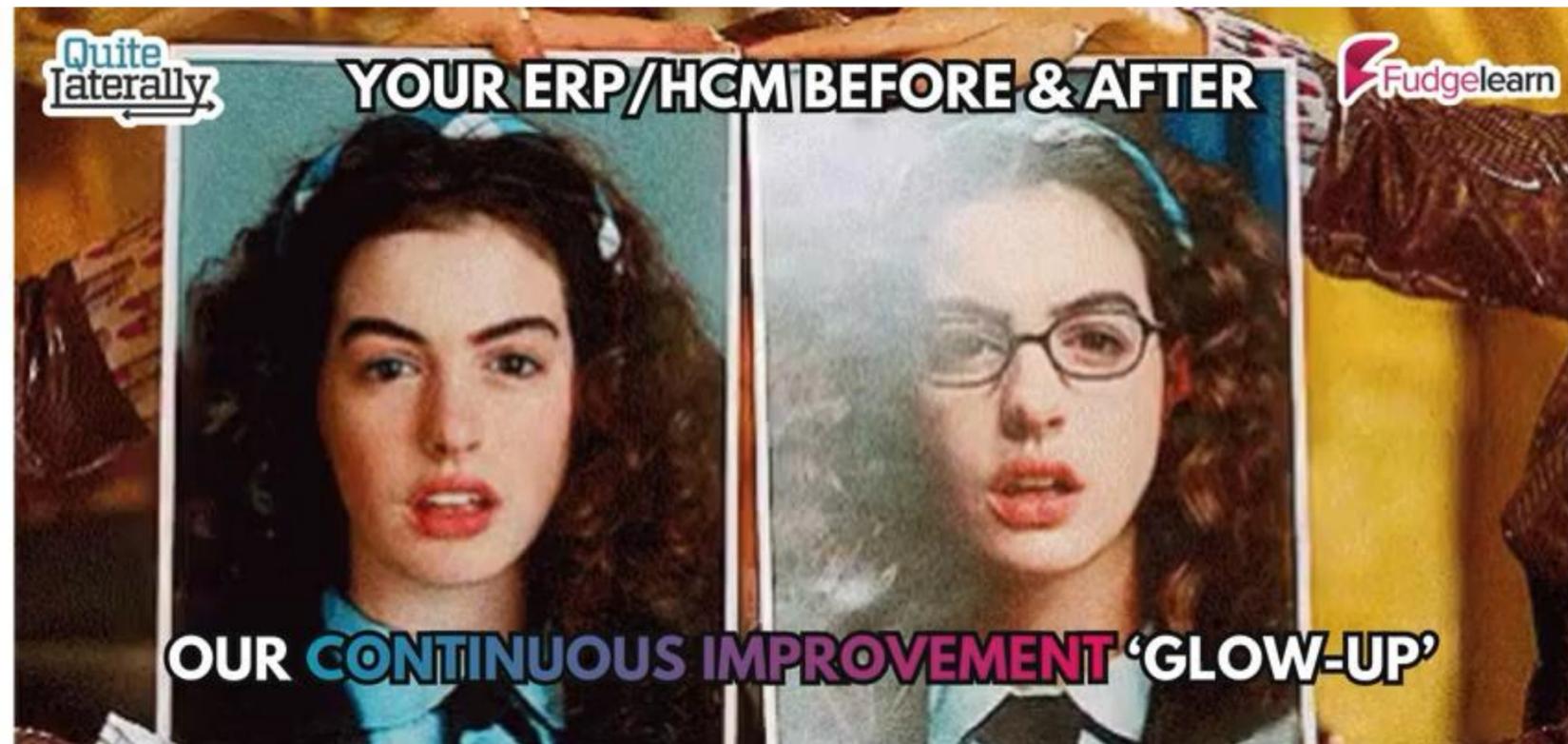




CONTINUOUS IMPROVEMENT 'GLOW-UP' WEBINAR





AGENDA

WELCOME + INTRODUCTION

CI JOURNEY OVERVIEW

'IDEAL WORLD - DAY 1' FOUNDATIONS

HOW DO WE GET STARTED?

HOW CI STICKS: CONTINUOUS ENABLEMENT LOOP

KEY TAKEAWAYS

Q&A + LIVE ENGAGEMENT

INTRODUCTIONS:



DONNA STOKES

I have over 15 years of experience in the ERP/HCM space, primarily focusing on the public sector, where I have supported organisations in delivering effective solutions.

Six years ago, I co-founded Quite Laterally with the goal of providing a cohesive, integrated approach to building strong project teams for ERP/HCM implementations.

Quite Laterally is a product agnostic Advisory Partner. We work closely with our clients, partnering as an extension of their delivery teams to ensure successful project outcomes.

We focus on pre-project business case and tender, implementation and continuous improvement.



DIRECTOR

INTRODUCTIONS: Fudgelearn



TONY COOK

350 yrs combined Oracle Experience

Success & support from offices in the United Kingdom



TRAINING

5/5 High customer ratings

20+ Full Life Cycle Oracle Implementations



CHANGE

200+ academy members

A network of Oracle Customers subscribed to our academy.



ADOPTION



FOUNDER & CEO

WHAT IS **CONTINUOUS IMPROVEMENT** AND WHY IS IT IMPORTANT?

Continuous improvement is exactly that – it's making changes all of the time to make things better.

Phase 1 is often about lift and shift – driven by **timelines, budgets, or urgent business needs**. It may not be the ideal transformation, but it gets us there. And sometimes, that's what's needed to move forward.

But the journey doesn't stop at go-live.



Whether Phase 1 was a tactical move or a strategic transformation, continuous improvement is essential. It's how we **unlock the full value of our solution, adapt to evolving needs, and ensure long-term success.**

Transformation is a journey, and go-live is just the first milestone.



- You have just gone live, you have a list of items that were put on the 'we will come back to it list' and here we are!
- Don't be afraid of Change requests.
- It's important to have that foundation and for and everyone to catch their breath but CI is exactly that - continuous improvement; it shouldn't be another big project, but something that naturally runs alongside.
- Things should be in place to allow this ...

CONTINUE



POST GO-LIVE



WHAT TO CONSIDER FROM DAY 1



Budget – there will be ongoing costs.



Executive Support – it must be understood when engaging in your ERP/HCM journey that this isn't 'get it live and we are done', understanding this before you start will make CI a much easier transition.



Change is now a big driver, so using some of those skills and tools you used during your implementation will be key.

If continuous improvement hasn't been embedded since Day 1, starting your CI journey becomes a project in itself!

You may need to start with a much more formal-type CI project, but using this to learn can then allow you to embed those processes into your BAU.

ARE WE CLEAR ON THE VISION?

THE APPETITE FOR CI AND THE IMPACT

Now we have implemented, what are we trying to achieve year on year?



Just keep the lights on?



Leverage the system to support change, to improve delivery time, reduce manual intervention, improve data, benefit from AI?



Removal of paper forms?



Minimal updates?



Is the solution the driver for reporting/MI?



Do we want to be leading in our industry, following others, or just doing what we need to?



Reducing Change Fatigue?



Should it be reducing waste?



How will we adopt new functionality?



Are we looking to consider non-mandatory patches?

The CI vision is just as important as the implementation, although if this is the first time we are thinking about it, it may be harder in adoption.

IDEAL WORLD – DAY 1

1

- **Lessons Learnt** - You may be in a CI state but you should never forget the lessons you learnt along the way, nor should you stop learning.
- **RAID** - Continue to manage and monitor your risks and issues. This will help inform your priorities. This isn't just system; this is your business risk and issue, the system is the enabler and may support mitigation or removal.
- **Future Log/Roadmap** - You need to know where you're heading and your key drivers, what is the organisation strategy (and how may this impact the business needs, and in turn your ERP/HCM), what statutory changes are ahead that will need to be considered, what do departments or directorates have focus on this year, and what plans does your vendor have for the year... This should all be considered.



IDEAL WORLD – DAY 1

2

- **Change Control Process** - This should be the backbone for all changes. Understand the time, cost and any associated risks, consider who will make the change, when is it needed for and any dependencies around this. Don't forget your governance just because you are no longer in project state!
- **Change Authority Board** - Ensure you have the right members and they understand their role, it is critical this board understand what is being suggested and the key implications to ensure decisions are made with full knowledge.
- **Change Managers** - Change is a full time job! Having changing managers who work with the business on all of the above ensures string change management and discipline.



IDEAL WORLD – DAY 1

3



- **Change Champions** - Businesses often have lots of people working for them, whether tens, thousands or more! Having 'change champions' for your business areas allows a community to have two-way communication, it's efficient and effective when done well and ensures they are hearing what's coming next and why, and that you're hearing peoples views and feedback.



- **Change Process** - This will have been documented and used throughout your implementation and fundamentally doesn't change, it's about having structure, documentation, governance, insight, logs, and priorities to understand risk, cost time.

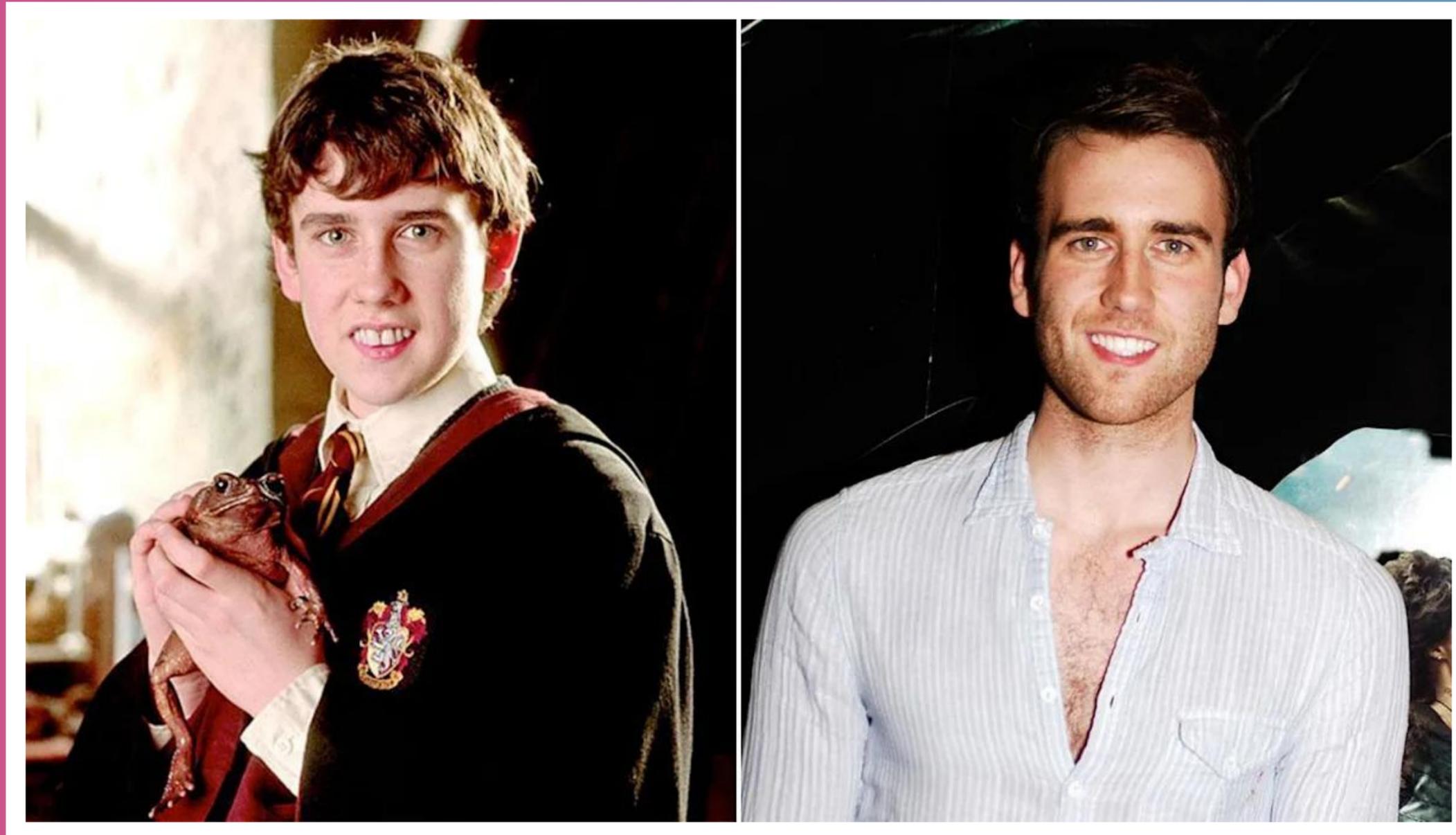


- **Change Budget** - Your organisation has just spent likely millions implementing your ERP/HCM, and now we need more money! You will need a change budget every year, this will never go away if you really are going to sweat that asset, and whilst no doubt will be moderate in comparison, having one and understanding what it is allows the planning for that year to be more effective.



- **System Support/Managed Service** - Not all but certainly some/most of the changes will result in system knowledge likely to be configuration, this will result in resources internally or externally delivering.

WHAT DOES CONTINUOUS IMPROVEMENT LOOK LIKE?



The ongoing goal



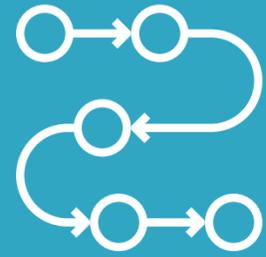
But where to begin...? 

HOW TO GET STARTED

Whilst the principle of CI is just about improving and not the size or scale, when considering larger CI projects/pieces of work, there are some fundamentals to get in place:

- Do we understand our previous lessons?
- Do we understand the problem?
- Are we clear on our vision?
- Do we have the **skills** to resolve the problem?
- Do we have the **infrastructure** in place, this could be change team, and system admin?





HOW DO WE PRIORITISE?

- Produce a roadmap to support planning, resource and budget.
- Consider vendor, business, 3rd party legislative changes.
- Understand what you can and can't control, this will help priorities.
- Consider time, risk and budget.
- Consider resources - can we deliver this change?
- Continually review!

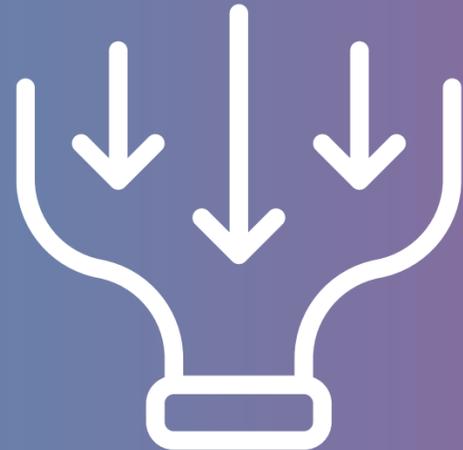
CAPACITY & CAPABILITY



WHAT STALLS AFTER GO-LIVE (AND WHY CI BECOMES REACTIVE)



Hypercare fades →
capability dips



Tickets spike → SMEs
become the
bottleneck



Changes keep
coming (quarterly
updates + UX shifts
like Redwood)



CI becomes reactive
when enablement
isn't run as BAU

THE EVERGREEN ADOPTION LOOP (RUN CI IN BAU)

- Change identified (roadmap/updates/business need)
- Role/process impact assessment
- Update enablement assets (in-app guidance + task support + comms)
- Push “in the flow of work” (Digital Adoption Platforms)
- Measure (tickets, task success, rework signals)
- Improve and repeat (feed learnings into the roadmap)



KEY TAKEAWAYS



Learn before you act

- Understanding previous lessons prevents repeating the same mistakes.

Define the real problem

- Clarity on the issue avoids solving symptoms instead of root causes.

Align on a shared vision

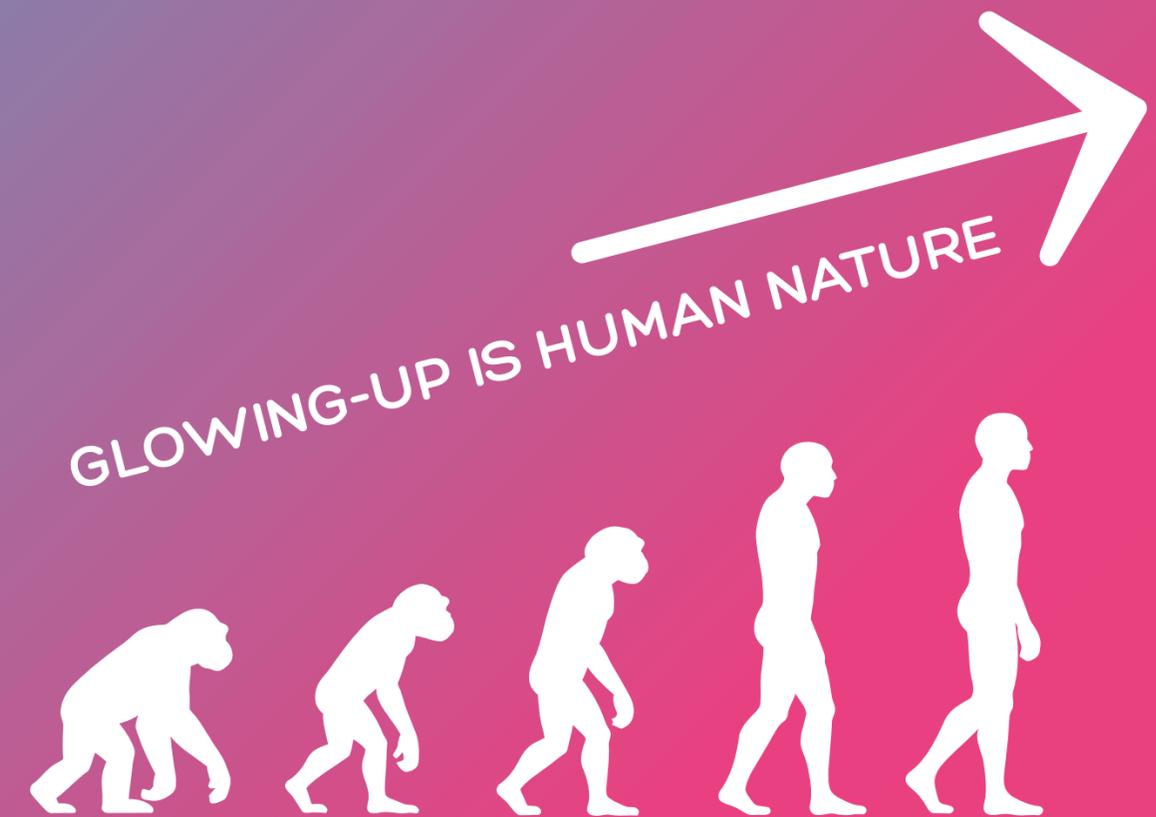
- CI only works when teams know what they're improving and why.

Build the right capabilities

- Skills and confidence are as critical as the solution itself.

Put the right foundations in place

- Change teams, system admins, and supporting infrastructure enable progress to stick.



CI FAILS WITHOUT
CONTINUOUS ENABLEMENT



HOW CAN WE SUPPORT?





It's your chance to ask!

GET IN TOUCH

Use the QR code below
to arrange your complimentary,
no-obligation (60-minute) consultation on your journey,
next steps and how we can help!

