

SFJODPS2.3.10

Evaluate the effectiveness of the operational delivery business process



Overview

This unit concerns evaluating the effectiveness of new and adapted business processes. The scope of work needs to address issues within your own organisation, the interaction between your specialism and others and the strategic implications for the organisation. You need to evaluate the whole range of business processes and identify areas that may be affected including unintentional effects. You need to set quantifiable success criteria and ensure the evaluation programme includes stakeholder feedback. You need to prioritise your recommendations and disseminate the lessons learned.

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Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 design a suitable evaluation programme to identify whether processes are fit for purpose
- P5 set quantifiable success criteria
- P6 ensure process evaluation programme is carried out to the agreed timescale
- P7 build the feedback of stakeholders into your evaluation
- P8 base your recommendations on the outcomes of the evaluation
- P9 prioritise your recommendations on the basis of what is possible, practical and acceptable
- P10 identify other areas that may be affected including unintended effects of the process
- P11 disseminate the lessons learned from the evaluation to stakeholders within the agreed timescale

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 how existing legislation works in your own specialism including the impact of court decisions
- K5 the aims and objectives of existing legislation in other relevant specialisms
- K6 how the process is intended to deliver the policy objectives
- K7 the strategic context in which the business operates
- K8 the scope and rationale for change
- K9 the resource implications for the business process
- K10 the aims of the relevant business processes and systems and how they operate in practice
- K11 the likely interaction of the process and other government Departments' legislation
- K12 how to establish relevant evaluation criteria and assess options against them
- K13 the benefits and uses of different evaluation methods
- K14 the role and responsibilities of relevant stakeholders

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. scope: within your own Department/agency; the interaction between your specialism and others; strategic implications for the Department/agency
2. evaluating: new processes; existing processes
3. business area: systems; process; process-related documentation; guidance
4. forms: paper; electronic

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Developed by	Skills for Justice
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Version number	1
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Date approved	January 2009
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Indicative review date	January 2011
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Validity	Current
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Status	Original
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Originating organisation	Government Skills
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Original URN	N2.3.10
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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	Operational Delivery - Public Services
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Key words	business processes, interactions, unintentional effects, quantifiable success criteria, strategic, implications, evaluation programme, operational delivery
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