

# Case Study

## WA Local Government Superannuation Plan



The new management team at WA Local Government Superannuation Plan (WALGSP) knew there were some opportunities for improvement across all areas of the business. The primary focus was on process efficiency and the introduction of standardisation of procedures within the organisation.



### About WALGSP

The WA Local Government Superannuation Plan is a leading industry fund that provides superannuation and retirement solutions to local government and private sector employers and employees.

### The Challenge

#### Delivering a Business Process Review

The new management team at WALGSP knew there were some opportunities for improvement across all areas of the business. The primary focus was on process efficiency and the introduction of standardisation of procedures within the organisation. But before improvements could be made, WALGSP required a clear picture of the current processes, information flow, tasks and governance structure. This required the skills of a professional business advisory firm to document these processes and information flow, while highlighting areas for improvement with specific recommendations.

### L7 Engagement

L7 Advisory was engaged to perform a Whole-of-Business Process Review. This review incorporated information gathering, process review, documentation and ongoing maintenance with recommendations which was undertaken in four stages.

By following L7's methodology, the first stage captured the current state and the gathering of information. L7 Business Advisors developed a keen understanding of the business operations and drivers behind each individual process. The second stage involved a detailed review of each business unit and its corresponding workflow. A collaborative approach was used, involving all stakeholders to ensure ownership and commitment.

During the third stage, each core business process was documented within an agreed framework incorporating recommendations and improvements. The deliverables were broken down for each business unit, and there was a focus on knowledge-sharing to add additional value for WALGSP.

The final stage delivered ongoing maintenance considerations to ensure the recommendations and improvements were achievable and effective. This was implemented by developing an internal framework and governance for the management and maintenance of the documentation system.

### The Benefits

L7 advisory's Business Process Review provided WALGSP with a clear outline of all core business processes, and identified opportunities for increased efficiency and the streamlining of operational processes. The documentation system designed by L7 Advisory team allows WALGSP to effectively maintain their key business procedures into the future.

#### WA Local Government Superannuation Plan

*"L7 Solutions was very professional and knowledgeable in delivering to our requirements. The collaborative approach helped to gain staff trust through a time of major change and ensured the final project deliverable exceeded our expectations."*

John McNally, CEO, WALGSP.