SCALING
PROCESS
IMPROVEMENT

\ process management
\ process improvement
\ process automation
\ time-to-value
\ sustainable and scalable
\ pathway to AI

Michael Deichsel, Business Improvement and Automation Enthusiast
Michael brings over 30 years of experience across the public and private sectors, with a career dedicated to continuous improvement, operational excellence, and business transformation. In his most recent role, he led a process improvement and automation function for a public department of more than 5,000 employees, delivering over 30 projects annually.

With certifications in Lean Six Sigma Black Belt, Project Management, and Change Management, and hands-on expertise in various automation platforms, Michael supports organisations in developing and evolving their continuous improvement and automation capabilities and paving the way towards AI applications. Michael is a certified Nintex partner and collaborates with VATIVE on capability development.

The Challenge
Many organisations start with isolated process improvement or process automation projects but struggle to scale these into an organisational capability that delivers ongoing, measurable impact. Barriers often include fragmented approaches, limited governance, "too busy to improve" constraints, and uncertainty on how to sustain and scale these capabilities. These frequently lead to limited improvement success, technology being under-utilised, and automation capabilities not being used to their potential.

What Michael Brings To The Table
Michael helps organisations move from **first process improvement wins** to **scalable, integrated improvement and automation capabilities**. He combines advisory, coaching, and hands-on support to ensure process improvement and automation become a trusted driver of efficiency, resilience, and innovation. His approach balances **fast time-to-value** activities while focusing on the development of a governance framework to achieve long-term sustainability objectives.

Core Services
- Current state assessment of improvement and automation practices
- Time-to-value roadmap design
- Governance frameworks and delivery models
- Change and adoption strategies
- Capability uplift and integration with corporate functions
- Ongoing advisory and optimisation workshops

Outcomes You Can Expect
- Clarity on the current improvement and automation landscape
- Practical recommendations to evolve existing frameworks
- A scalable process improvement and automation strategy aligned to business needs
- A structured delivery and governance model
- A prioritisation and benefit management framework to maximise ROI

Michael uses his experience to support organisations to turn early process improvement and automation success into a scalable, organisation-wide capability.

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Service Portfolio

Organisational Strategy
- Align Continuous Improvement (CI) and Process Automation with organisational strategy and values.

Leadership and Culture of Continuous Improvement
- Build pathways to an organisation-wide culture of CI.
- Provide tools to foster ownership and accountability for CI.
- Define a framework to develop CI and Process Automation capabilities across all levels.

Improvement and Automation Governance Framework
- Opportunity assessment framework
- Benefit management and tracking capabilities
- Pipeline and portfolio management
- Automation strategy and capability development
- Integration of AI capabilities
- Risk management and data privacy controls

Process Improvement and Automation
- Capability development for CI and automation teams
- Process management and standardisation
- Process improvement and simplification
- Application of process automation tools
- Explore integration of AI-based solutions

Project Execution
- Project and change management
- Stakeholder engagement and communication
- Benefit management
- Risk and data privacy management

Operational Framework to sustain solutions
- Framework for maintaining and continuously improving implemented solutions
- Support infrastructure for automation technology
- Contract, license, and vendor management

How to engage:
- ➢ Exploration session to gain understanding and discuss engagement options
- ➢ Targeted engagement to work on a specific element of your improvement and automation framework
- ➢ Assessment of current framework and deliver improvement recommendations supported by change and implementation plans
- ➢ Work with the function on improvement and automation framework and/or projects across the organisation