



# Managing Disruption

## Preparing for the inevitable and improving customer service

Service operations are meticulously planned and work well when routine is the norm. However, operations can suffer frequent disruption with serious consequences for customer satisfaction.

- Do you feel a lack of control during major incidents?
- Do your customers complain about lack of timely information during disruption?
- Struggling to meet performance targets, not knowing what more you can do?

At North Star we have developed a **model** for **managing disruption**. This offers the opportunity to **engage** in a strategy and planning framework that better **prepares** you for disruption management. The whole workforce will be working to one objective and effectively **managing disruption** through **clearly defined roles** and **training** that ensures the **best possible information** to customers is provided. The North Star '**Managing Disruption**' **model** works as follows:

**Review:** We will critically analyse every aspect of disruption management from the focus of directors to the responsiveness of the front line teams. All processes, procedures, systems and their embedding throughout the organisation will be thoroughly examined.

**Strategy:** A strategy for dealing with disruption will be required. We will assist your directors to define a vision and commitment to customer needs and agree how this will be resourced.

**Translation:** The strategy needs translation into reality. This should be via processes and procedures that set out the minimum standards to be achieved. A knowledgeable team is required to do this. We can facilitate its effective functioning and deliver a coherent procedure for disruption management that includes all relevant areas of the organisation.

**Implementation:** Delivery cannot be achieved without engagement and training. Everyone in your organisation will become aware of their roles and response during disruption and how this impacts on the business. Training will be derived from procedural requirements. An understanding of the perspective of other participants in the disruption process will be learnt - most critically that of the customer.

**Measurement:** Measures are required that ensure that the strategy is delivered and that continuous improvement of the system is achieved. We can develop measures to allow the business to monitor success and continuously improve.

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