

Business Improvement PROGRAM

Our goal is to identify and implement initiatives that will enhance our operational efficiency.

WHY IT MATTERS

Our pillar of Business Excellence is underpinned by the strategy of building a strong business with sustainable operating and capital costs.

SUBMISSION PROCESS

Operational efficiency ideas can be submitted through the **Ideas Form** (available on the Change Management page on [SharePoint](#) or the [Employee Portal](#)). The form includes a link to examples to highlight the type of information and level of detail required.

The submitted form will go to the initiator's line manager for evaluation and feedback.

EVALUATION PROCESS

The line manager will consult with a member from the Finance team and budget owner to assess the idea, based on effort and reward, within two weeks of the submission. Examples of the suggested approach for prioritisation, evaluation and feedback are embedded in the workflow to assist the line manager with the decision to approve, reject or request more information.

To support realisation of expected benefits, approved ideas will be categorised as either:

- Do it now, following Change Management principles;
- Progress, using structured project management due to complexity;
- Follow AFCE process, due to capital requirements; or
- Progress, using Change Management principles, only if resources available



Scan for examples of how it works.

Each quarter, an improvement initiative will be selected by the leadership team. The initiator will be provided with a cheque to donate to a charity of their choice.