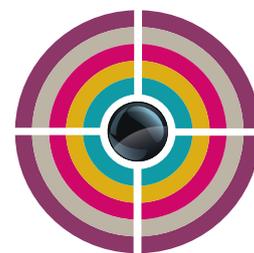


# IMPROVEMENT MANAGEMENT



At ViQiT we talk about Improvement management to ensure the optimal performance of your IT: improvement of your IT organization and – process. Your IT department must be pro-active. Your organizational goals are not the only topic that control your direction, the IT possibilities will also impact your organizations goals.

## What do you want to improve?

How satisfied are you currently with the performance of your IT organization? Would you like a better insight in the quality of the products and services your IT organization delivers? Or would you like to know whether your IT landscape still aligns with your business processes? ViQiT can help you in answering questions like this. By executing quick scans, audits and assessments we help you to get the right information. Our colleagues who are specialized in Improvement management, have vast experience in various sectors. This allows them to rapidly get to the root cause of your problem. To help you improve we focus on all angles of improvement. We not only pay attention to

structure and technology but also to leadership and culture. At ViQiT we are convinced that the one cannot go without the other. All elements must be given the same attention in order to achieve successful change.

## How can you improve?

Realizing actual change or innovation depends on the conditions for change (*ref. figure 1*). ViQiT verifies the presence of these conditions before the improvement path starts. This ensures us that a solid base for change exists.

During the implementation of improvement plans we work by our motto: 'Simply Better'. This means no complex, all-inclusive ►

“ViQiT supports us in structuring and professionalizing our product development. The practical approach that is adopted by ViQiT ensures that improvements in the development process are immediately applicable, without the process being unnecessarily taxed.”

**Pepijn Cluitmans**  
Projectleader, RPS

Vision	Skills	Impulse	Means	1st step	Change
	Skills	Impulse	Means	1st step	Confusion
Vision		Impulse	Means	1st step	Fear, uncertainty
Vision	Skills		Means	1st step	Marginal
Vision	Skills	Impulse		1st step	Frustration
Vision	Skills	Impulse	Means		False start

Figuur 1:  
De voorwaarden voor verandering

improvement programs which will bring little result in the end. The focus is on a pragmatic approach that achieves the results you intended.

### The working group relay

At ViQiT we use the 'working group relay' (ref. figure 2) in which all segments of the organization take part in the improvement process.

The advantages of this approach are:

- increased commitment of the departments; because all participants remain operationally active
- a faster implementation; employees can directly apply improvements in their day job
- more opportunities for different approaches;
- greater agility in the improvement process; we directly evaluate the new improvements
- less impact on daily operations; colleagues are not exclusively working on the improvement project, they combine it with their daily activities.

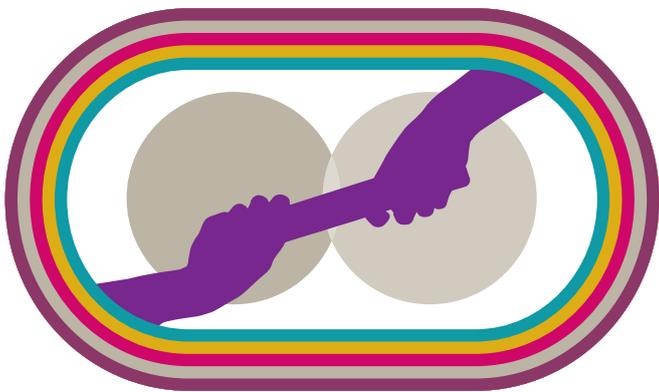


Figure 2:  
The working group relay

We can imagine that you would like to know more about ViQiT's services regarding Improvement management. Do not hesitate to contact us, we will be happy to discuss this with you.

## The services ViQiT provides:



### Consultancy

We advise about the various elements of Improvement management. E.g. examining the improvement potential within your organization, identification of bottlenecks and advice regarding the improvement path. We also support improvement implementation.



### Staffing

ViQiT performs work and activities regarding Improvement management based on time and material calculation. We perform roles as project manager or project staff at improvement and innovation projects. Or as interim manager to temporarily manage and improve your IT department.



### Training and coaching

ViQiT trains your colleagues and coaches them during the execution of their activities. We offer training and workshops on team cooperation and values, crucial elements in your improvement process. We also coach you and your staff during the improvement process in your organization.

## What we do in IT:



- Client
- Project definition
- Application Lifecycle
- Governance
- Improvement management
- Quality management

## ViQiT

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