

Case Study

Transforming a Large UK Police Fleet Services Operating Model



How Reinvigoration Helped a Large UK Police Service Transform Its Fleet Services Operating Model

Executive Summary

A large UK police service needed to redesign how it designed, purchased, converted, maintained, decommissioned, and sold its fleet of thousands of police vehicles. The organisation was hugely complex and lacked documentation and clear processes for many of the administrative tasks, and engineering procedures were decades old, with obsolete practices.

As market leaders in operating model design, Reinvigoration was best placed to help the organisation, being appointed because of our niche expertise in this field, and our knowledge of emergency services. Here's how we helped them.



The Challenge

- The police service needed to redesign how it designed, purchased, converted, maintained, decommissioned, and sold its fleet of thousands of police vehicles
- The organisation was hugely complex and lacked documentation and clear processes for many of the administrative tasks, and engineering procedures were decades old, with obsolete practices.
- The organisation needed expert help to make sense of the function, use a structured approach to develop a range of options that would deliver on its strategy, and produce a detailed design for implementation based on the best model chosen by the management board.



The Solution

As a leader in operating model design, Reinvigoration was best placed to help the police service, and they chose us for our niche expertise in this field and our knowledge of emergency services.

How Reinvigoration Helped:

- We began with a current state review of the organisation, mapping out over 120 processes. These processes were analysed for improvement opportunities and issues.
- We held strategy sessions with leaders and customer focus groups to identify the needs of the service, clearly defining a set of design principles.
- Next, we iterated a series of designs using a structured approach to organisational design and produced solid alternatives, accompanied by a detailed 10-year cost model that reflected the benefits of each option.
- Upon selection of the preferred design, we developed a full blueprint for the future state and helped their internal team to plan for the implementation. We also helped them prepare the business case to achieve investment.



The Outcomes

Reinvigoration helped the UK police service to:

- Achieve a fully developed operating model design with financial benefit of millions of pounds per annum in efficiency savings.
- Achieve a service design that provides fleet users with a much more advanced customer experience.
- Successfully align leadership and management teams, obtain governance approvals, and secure investment.

The Conclusion

Reinvigoration was instrumental in helping the UK police service to redesign its operating model, with financial benefits of £multi millions per annum in efficiency savings compared to the current model. We also developed a full blueprint for the future state and helped their internal team to plan for the implementation, including writing the business case to achieve investment. As a result, the police service now has a fully aligned leadership and management team, with governance approvals and secured investment.

Learn more about how
Reinvigoration can help you,
visit Reinvigoration.com or
connect with our expert.

Contact us to learn more.



About Reinvigoration

Reinvigoration is a leading expert operations consultancy and enterprise platform solution provider based in the UK. Founded in 2010 Reinvigoration has helped organisations worldwide to achieve strategic operational transformation. We use our passion and deep-rooted expertise in operations management best practices, transformation and capability building to help our clients deliver excellence with certainty, every time.



Supported
over
150
global
organisations



Delivered
over
£0.5bn
in financial
saving for clients



Improved
over
10,000
client
processes



Developed the
capability of over
100,000
people



Certified
over
5,000
people in Lean
Competency
Systems