

Case Study

A Large UK Police Service Reinvents Their Vehicle Recovery Strategy



How Reinvigoration Assisted a Large UK Police Service Reinvent Their Vehicle Recovery Strategy

Executive Summary

A large UK Police Service vehicle recovery function was having difficulty achieving its objectives and delivering a satisfactory customer experience. They decided to engage Reinvigoration to help develop an Operations Strategy that would focus the organisation on the right things and enable them to measure their success. In this case study, you'll learn how the organisation was able to successfully achieve all performance requirements and deliver customers a first-class experience



The Challenge

This UK Police Service's vehicle recovery function recovers around 34,000 vehicles every year that have been involved in accidents, stolen, or obtained due to the lack of necessary insurance or tax. There was a need to review the function to ensure it was meeting the needs of the Police Officers and delivering the function's objectives.

To do this, they needed to develop a new operations strategy that focused on needs of officers and determined what they were delivering, to who, how, and what measures to ensure success.



The Solution

This UK Police Service engaged Reinvigoration to help them develop a clear vision and strategy which would enable them to focus on the right things and measure success. The strategy also needed to be flexible so that it could merge into the broader police service strategy being developed by the new leadership.



How Reinvigoration Helped:

- Successfully developed a flexible operations strategy by assessing long- and short-term objectives and customer needs.
- Conducted a thorough review of existing projects, with reinvestment into activities aligned with achieving their goals and objectives.

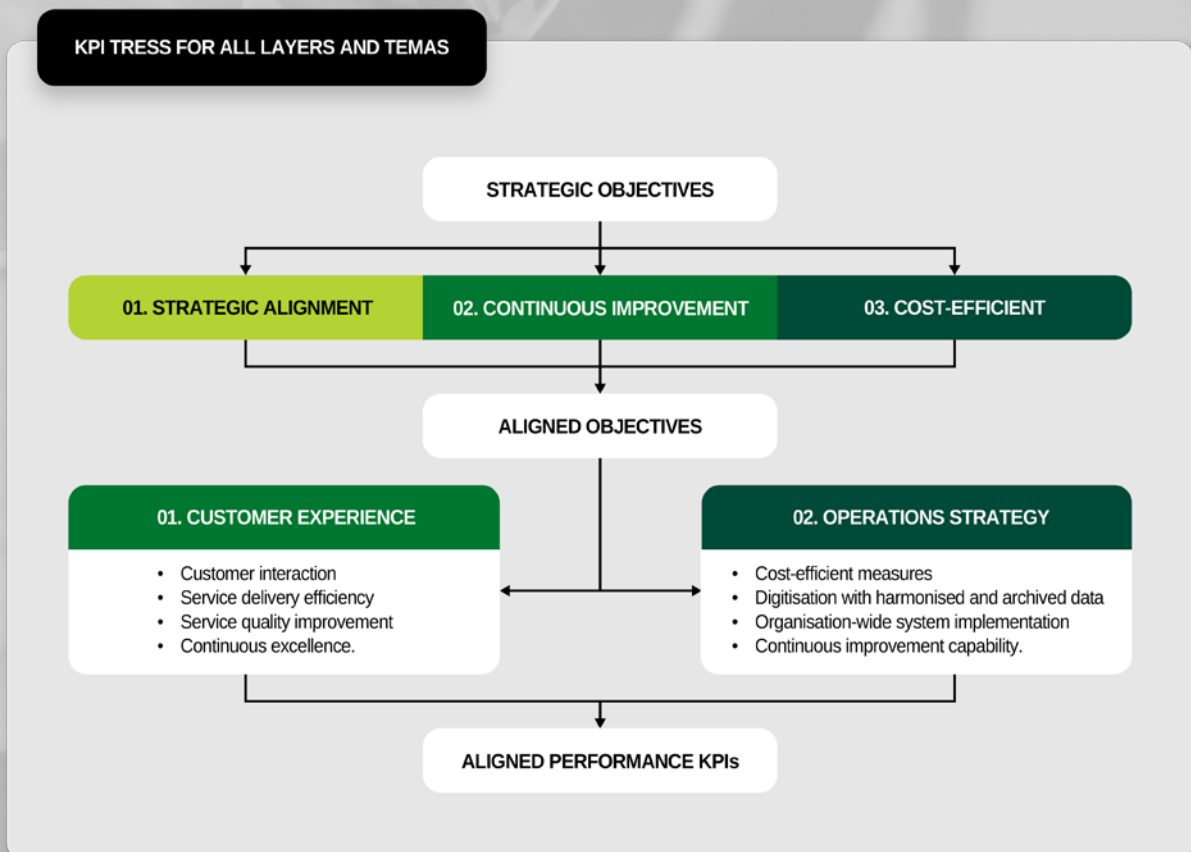
The Outcomes

Reinvigoration helped this large UK Police Service to:

- Successfully design and deploy clear, purposeful objectives and measures across teams
- Develop the set KPIs into a management dashboard to provide real-time insight into the performance
- Start new projects that were needed to achieve the new strategy and cease projects that were not related.

As a result, the organisation was able to successfully achieve all performance requirements and deliver a first-class experience to customers.







The Conclusion

Reinvigoration was able to help this large UK Police Service develop an Operations Strategy that enabled them to focus on the right things and measure their success. By assessing long- and short-term objectives and customer needs, they help the police force develop a successful strategy that is flexible enough to fit into the broader police service strategy. As a result, the organisation was able to achieve all performance requirements and deliver customers a first-class experience.

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

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
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