







# THE BENEFITS

The second ten-week Business Improvement Team phase came to an end in July 2014. A third is already planned, as BIT has been proven to be the ideal medium for uncovering barriers to strategic collaboration and then working positively and openly on solutions. Today, BIT has achieved clear outcomes:

- The team is empowered with best-practice approaches which are being normalised into day-to-day processes
- Collaboration is the norm, both across the team and in its dealings with the wider TfL community. The team is now an outward-facing conduit between property professionals and broader opportunities within TfL. The unit now even has a Business Interface Manager!
- The team is highly capable and proactive in handling multiple different projects.
- The team is approaching problems – whether operational, financial, strategic or technical - with fresh eyes; initially helped by A2B's external perspective, but now with the insight of collective experience.

- Phase 3 will generate an actionable report of direct anonymised feedback – and a process for actioning it.

A2B Excellence has also brought some key methodologies to the table. In particular, we have encouraged the team to recognise that incremental change – step-by-step improvement – is the only route to truly transformational outcomes. The ten-week structure allows us to demonstrate that even small and seemingly insignificant changes over time can be appreciated for the major achievements they ultimately represent.

We have provided scheduling, reporting and other back-office support to the group to allow these incremental elements to flourish and to deliver an auditable record of progress and value. The team is now fully aligned with a strategic ambition rather than having a transactional/service-based role; and is better equipped apply its ample expertise more widely.

# WORK WITH A2B

At A2B, we significantly raise morale and engagement in teams; today and for the duration of whole projects. We generate step-changes in productivity, evidenced by improved performance every day. We help people at all levels to work together to get their projects over the line, creating efficiency, productivity, and happier workplaces.

Our model scales from twenty delegates to many hundreds, and our team will make it their business to tailor every aspect of each engagement to your business: the contexts in which you work and the challenges you face today.

We believe that any project is only as motivated as its people – and the reasons for inertia are many. Recognition, collaboration, authority, clarity and many more factors are required to get the most out of your team. We are only too pleased to help – see our website or get in touch for more details.

