

DOES HOW YOUR BUSINESS OPERATES MATCH YOUR ORGANIZATION'S STRATEGIC VISION?

Today we need to do more with less — to create efficiencies and ensure there are direct links between internal process and organizational outcomes. It's easy to recognize how business change will position our organization for growth, but taking the first or final steps is often challenging.

HSC can help you get to where you want to be. We know execution is the hardest part of any business improvement. We can engage and align staff and key stakeholders in the process and support you in creating business solutions which ultimately support your strategic vision.

HSC CAN HELP YOU DELIVER BUSINESS IMPROVEMENTS TO YOUR ORGANIZATION

Facilitate organizational change management

Undertake business process mapping for operational efficiencies, business alignment and process modernization

Implement Lean principles for continuous improvement programs; facilitate Lean for Leaders and develop internal capacity

Implement new property management and asset management IT systems

HSC Business Improvement Services

Review and update operational policies

Support staff and stakeholder consultations and communications

Develop training and development resources/tools to support adoption/implementation of best practices

Optimize existing property management and asset management IT systems

HERE'S WHAT PAST CLIENTS HAVE SAID ABOUT US...

“WoodGreen was looking to become a more integrated and data-driven organization supported by a modern IT system. We chose to work with HSC because of their experience with non-profit housing operations, their people-focused approach to project management and their technical knowledge of IT services and software for social housing. HSC staff understood that our project was more than changing technology change.

They provided honest feedback about what organization changes we needed to support our vision”

MWARIGHA, VICE-PRESIDENT OF HOUSING AND HOMELESSNESS, WOODGREEN COMMUNITY SERVICES

“HSC has led an extensive business process review with our staff as part of the property management software implementation. The HSC team knows housing; the issues, challenges and legislation – so they can understand our processes and bring examples that resonate with staff. They can also bring lessons learned from other organizations that they have worked with to benefit our project.”

JANICE PETERS, CHIEF OPERATING OFFICER, SERVICES AND HOUSING IN THE PROVINCE (SHIP)

“Northumberland County retained HSC to review and update our client facing policies to align with County goals and reflect best practices. HSC staff worked very closely with our staff team to identify the client journey and how our processes can support better outcomes. They are incredibly responsive and flexible and are now coaching our staff in how to undertake continuous reviews of our processes and policies.”

REBECCA CARMAN, HOUSING SERVICES MANAGER, COMMUNITY & SOCIAL SERVICES, NORTHUMBERLAND COUNTY

“We used HSC lean green belts to conduct a lean review of how we manage the core insurance program renewal. This was a complex review to undertake as it included external suppliers and well as a number of internal departments. We have seen incredible results from this review in terms of improved communication, document distribution and premium collection.”

BRIAN LAUR, MANAGING DIRECTOR, HSC INSURANCE INC.

For more information on HSC BUSINESS SOLUTIONS, contact Judy Lightbound at jlighbound@hscorp.ca or 1.866.268.4451 x216