

CASE STUDY: PUBLIC SECTOR

CLIENT PROFILE:

This client is responsible for many court records and filings, including birth and death certificates, marriage and divorce filings, and child support issues. They are also responsible for conducting all county elections, including the certification of results.

NEEDS ANALYSIS:

This client required assistance in improving their staff organization chart in order to reduce turnover and improve services to their clients and constituents.

BCforward's SOLUTION:

BCforward was brought in to inspect the current staffing hierarchy and the overall business process. Following a complete evaluation, BCforward made several recommendations which led to organizational restructuring in order to achieve the desired objectives.

CLIENT IMPACT:

BCforward was able to establish business process improvements by changing job responsibilities, and balancing compensation. This led to higher employer retention and increased employee morale and productivity. The result has been a long standing relationship with the client and a good standing with city and county government overall.