

The Borough of Imatra was founded in 1948. The borough boundaries encompass three industrial settlements. Geographically the borough is dominated by Lake Saimaa, the River Vuoksi and the Finnish-Russian border. In the course of the last 50 years, this amorphous group of settlements has grown into a modern industrial borough. The total surface area is 191.6 square kilometers and its population is 31 421 .

By Improving Internal Processes with QPR ProcessGuide, the Borough of Imatra Adds Value to their Customers

CUSTOMER CASE:



“Excellent publication possibilities, the easiness of communication of the processes and “painless” content providing were the key points when selecting the solution. QPR ProcessGuide is the best in all of these areas”

*Kari Perälä, Controller,
Borough of Imatra*

The Borough of Imatra is a pioneer in the field of process improvement. It is currently embarked on a project focused on improving customer services. By streamlining the key-processes, the borough adds value and gives better service with the use of fewer resources to the city dwellers. By using process improvement they are able to effectively utilize the public assets issued for service production. The target for the project and the corner stone for improvements were to describe all processes and publish them to their intranet.

It has been estimated, that by the year 2010 more than 120.000 employees will retire from the public sector. Because of this and many forthcoming changes, the borough of Imatra has proactively started to find solutions to the future challenges. The bottom line is: how to maintain or even exceed the service supply by using fewer resources.

The borough of Imatra started the process by re-defining the values into which the new management culture is based. After the vision and values were communicated to the personnel the next step was to

commit personnel to a new way of working.

“The web-functionality of QPR ProcessGuide has helped us remarkably in communicating and gaining the commitment of our personnel. Our personnel find the necessary information much easier and faster than before. Previously documents were scattered on several servers and in many different folders. Now we have all the documents in one place and they are linked to the related process steps. We do not need to spend time in seeking the information or checking whether it is up-to-date. We can rely on QPR ProcessGuide and save time and avoid stress in information seeking”, says Kari Perälä, Controller, Borough of Imatra.

Kari Perälä believes that by redefining the processes, it is possible to avoid mounting costs by allocating free resources from other processes that would be otherwise idle. He goes on to say: “Still we can maintain and even improve the quality of our services without increasing the overall number of employees thus saving cost to the borough”.