

Case Study

Business
Process
Improvement,
Change
Management,
Knowledge
Management

Modernizing Human Capital & IT Solutions to Increase Operational Efficiency

Deploying business process improvement, change management, and knowledge management techniques to transform Human Capital operations for the US Department of Veterans Affairs (VA)

Overview

National Consulting Partners (NCP) provides project management and business process improvement services to support the Veterans Health Administration (VHA) Workforce Management & Consulting (WMC) office. With NCP's support, WMC provides VHA with leadership and service in the development and administration of workforce practices for VHA employees, including strategic human capital planning, executive recruitment and performance, labor management and labor relations, retention and recruitment, diversity and inclusion, operations and administration, and retention of the workforce.

Approach

NCP leads the execution of a shared services model by managing 30 transformative projects within WMC. These projects cross areas including strategic planning, business process reengineering, data analysis and visualization, knowledge management, schedule/product lifecycle management, organizational change management, technical and strategic communications, and risk management. Our leadership of Human Resources (HR) standardization projects includes developing process maps for current and future business states, writing job aids and standard operating procedures, implementing Responsibility Assignment Matrices to define and optimize roles and responsibilities, and establishing service delivery metrics.

Our experienced project managers develop comprehensive project management plans, encompassing Gantt charts, Work Breakdown Structures, and critical path diagrams which provide a robust framework for execution. Additionally, NCP has facilitated community of practice meetings to enhance awareness for upcoming stakeholder impacts, communicate process changes, and identify training opportunities. We

have played a central role in coordinating project meetings, assisting teams with goal setting, task management, and performance analysis. Our active engagement with client leadership in project-related meetings ensured alignment with organizational objectives.

Results

NCP's leadership in the VHA HR Modernization initiative successfully standardized HR information system and personnel security-related business processes and service offerings across 152 VA Medical Centers nationwide. We also successfully redesigned WMC's primary HR Knowledge Base into a website focused on clearer navigation and an enhanced user experience, leading to a marked increase in the number of regular users and the length of time spent on the website.

In another initiative, NCP redesigned key HR Functional Statements (FS) development and approval processes, emphasizing standardization and reduced variation. We complemented the approved FS workflow, finalized in September 2023, with the development and implementation of a Standard Operating Procedure (SOP) document that further enabled increased process standardization and operational efficiency.

NCP Available Contract Vehicles

GSA MAS

541611
54151HEAL
54151S

Subcontractor to Vendors with Prime access to:

Alliant 2
VETS 2
VECTOR
IHT
T4NG / T4NG2

SDVOSB SOLE SOURCE

An acquisition can be established as a sole source award for an SDVOSB by the Department of Veterans Affairs and other Agencies through VAAR Part 819.7008 Sole source awards to a verified service-disabled Veteran-owned small business.



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