

ESCAR

What is it?

A structure to help you question each step of a process to see where improvements can be made, based on what is valued by the customer. May also be known as SECAR or ESCRA – depends on the order you approach the steps.

Benefits at a glance....

- Helps ensure you don't end up automating a process that adds no value, or simply speeding up a bad process.
- Provides a structure for anyone to challenge a process they are

When to use it?

Once you have the current/as is process documented you can use ESCAR to question each process step to help identify where improvements can be made.

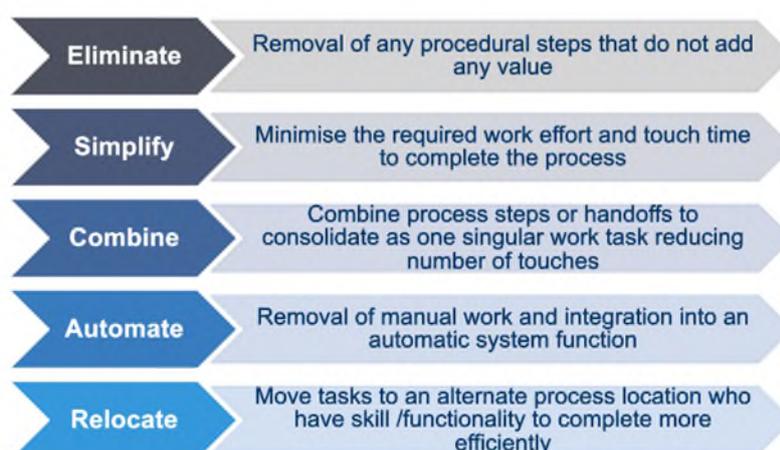


Figure 1: ESCAR image

How to use it?

For each process step, work through the questions in order:

Eliminate – is the step adding any value, does it need to be done?

Simplify – is there a way of reducing the work effort, could additional instructions or signage help make that part of the process quicker?

Combine – can you reduce the number of handoffs by combining tasks, or could tasks be done in parallel?

Automate – could any of the manual steps be replaced by PowerAutomate flows or other automated approaches to reduce human error, and to free up staff for more value-added tasks?

Relocate – could the steps be carried out in a different order to make the process more efficient, or carried out by a different team with more appropriate skills?

Tips

- Used alongside current state process maps, ESCAR can be a powerful way of building a future state process.
- Asking the questions in the *ESCRA* order can help to ensure that where automation is the preference for improvement, the process has been fully reviewed for efficiency *before* the automation is built.