



Sustainable transformation in public administration

Applicant data



Publishable Name of Applicant: :

Company: Vialto Consulting Ltd.

Contact person: Herr Csaba Lengyel

No of employees: 26 - 50, No of freelancers: 1 - 10

Annual Revenue: keine Angabe

Description:

Vialto Consulting Ltd. is a management consultancy company established in 2007, on values that allow a highly customer-centric and uniquely employee focused operation.

Relying on our colleagues' vast experience, energy, dynamism and innovative approach we build solid relationships with our clients, we cooperate by understanding them and involving them in execution of the changes that help our customers' organizations evolve to be successful and sustainable.

Project leader

Name: Csaba Lengyel

Function:

Further project leaders: Csaba Lengyel has 15 years of management consulting experience with extensive experience in the Public Administration sector, including Public Education management and administration. Csaba is also Managing Director of Vialto Consulting and holds a CMC degree.

Customer Data

Company: Educational Authority

Contact person: Frau Anna Pölöskei

No of employees: keine, No of freelancers: keine

Annual Revenue: keine Angabe

Description:

The Educational Authority is an institution of the Ministry of National Resources. The Educational Authority is the educational executive body of the Ministry, responsible for public education.

Key contact partners in the project were Gáborné Pölöskei, Zita Magyar, Zoltán Komjáthy and the President of the Institution, László Bakonyi.

Short Description

The transformational project played a crucial role in the institution's evolution, and led to lean and customer-centric operation of the Educational Authority.

It consisted of two Phases:

I. In the 1st Phase, our consultants assessed the situation and in close cooperation with all stakeholders, elaborated and implemented the process and the methodology


II. During the 2nd Phase, the client engaged in individual application of the method to another process family, supported by personal coaching

The methodology of the project comprises the following components:

Process and customer experience redesign:

- o process analysis
 - o cycle time measurement
 - o customer experience mapping with focus group techniques
 - o application of statistical methods in process redesign
 - o IT support tool implementation management – pilot workflow and MIS development
 - o continuous cycle time control and workload balancing mechanism implementation
 - o training
- Change management:
- o weekly planning, progress analysis and problem solving workshops
 - o individual coaching of the managers and staff members
 - o individual measurement and feedback system design and implementation

The project was succeeded by a follow-up project using the same methodology, initiated by the client. Appreciating the results of the two phases, the Managing Authority of the Electronic Government Operative Program of Hungary awarded considerable financial support to the Authority to complete the follow-up activity.

 [Print project\(s\)](#)

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