Continuous Improvement Storyboard

Q1 2026 · 7 improvements delivered

7

PROBLEM		CHANGE		VALUE
Outdated Party details risked inaccurate CRM & weak engagement	→	**Full data validation; 72% cleansed and uploaded to CRM**	→	**Cleaner data, fewer errors, stronger post-migration engagement**
Sub-committee lacked access to up-to-date financial forecasts	→	Monthly reforecasting introduced with full decision-maker visibility	→	More informed approvals and better financial oversight
SEC Website had outdated Security & Privacy process diagrams	→	**All diagrams fully replaced on the website**	→	**Clearer, accurate guidance for all users**
Users misunderstood the Director's Letter purpose & requirements	→	New one-page guidance with clear explanation and worked example	→	Fewer errors, smoother submissions, reduced back-and-forth
reCAPTCHA errors blocked users from Election Nomination forms	→	**Verification step safely removed after reviewing security risk**	→	**Smoother submissions, fewer retries, faster completion**
Governance tracker outdated; teams couldn't track KPIs or audit info	→	Automated tables, KPI tabs, ToR improvements, audit-ready structure	→	Faster updates, better visibility, consistent governance info
No clear structure for project oversight, sponsorship or delivery	→	**SEC Projects WIM (SOW 5) approved; structured governance established**	→	**More reliable, accountable & controlled project delivery**

WHAT THIS MEANS FOR YOU

All Parties

Keep your Party contact details up to date.

Small Suppliers & OSPs

Contact SEC to influence future engagement agendas.

All Parties

Updated S&P diagrams are now live - align your internal processes.

LOOKING AHEAD — Q2 2026

1. Finalise decision terminology (approved/agreed/endorsed) across committees

   Benefit → Governance clarity

2. Continue monitoring committee paper classification

   Benefit → Better information-sharing

3. Roll out refreshed Risk & Issue templates

   Benefit → Strengthens risk governance

Notes: If you're a Small Supplier or OSP - contact us to influence future engagement agendas.

Key Data:

7	72%	3
improvements	CRM cleansed	Q2 priorities