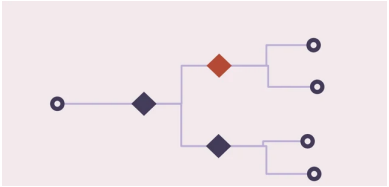
Operating model design



We define roles, routines and inter-team interfaces for one service unit of up to 20 staff.

Who it helps

Operations directors and team managers

The problem to solve

A growing service unit can end up with overlapping duties and decisions that consistently go to the wrong person.

Working through the brief

1. **Map the present operating routines**

   Gather the agreed inputs. A process owner, example cases and access to relevant staff.

2. **Define roles and interfaces**

   Track “Role or team” and “Operating routine” together so the reviewer can connect the source information to the result.

3. **Review ownership with the unit**

   Use the operating model to brief the unit on roles, meeting routines and what it owes to other teams.

4. **Check the scope at handover**

   External audit, certification, software and additional teams are separate.

Worked example

Two teams both approve exceptions. Identify one accountable decision owner and document the information they require.

Read the service scope / OPS-006

Sparkle Solutions Group Ltd.

info@sparklesolgroup.com +44 20 3307 6468 sparklesolgroup.com

71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom