

# 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.

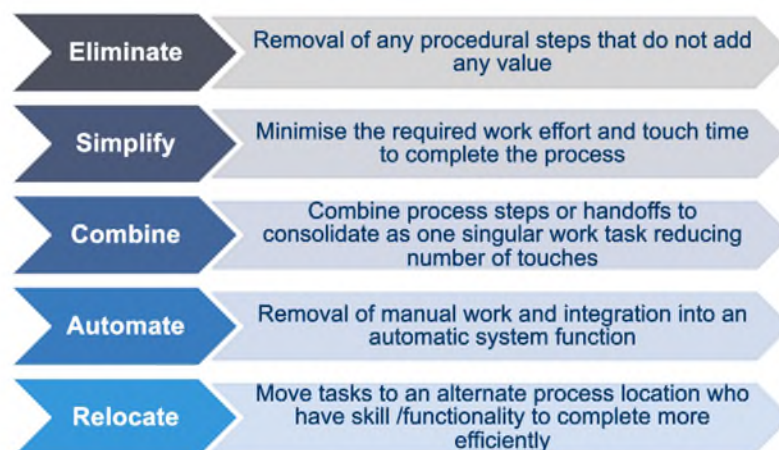


Figure 1: ESCAR image

## 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.