



From fragmentation to clarity and overview

The Hague's Journey in Process
Management



Den Haag



The Hague

The international city of peace and justice



Den Haag

The Hague

- ◆ 570.000+ residents, numbers grow every year
- ◆ 12.000+ employees
- ◆ High expectations, limited resources
- ◆ Complex social and safety challenges
- ◆ International and diverse population
- ◆ Smaller municipalities merged with The Hague

Challenges

- ✓ High workload and numerous open vacancies
- ✓ Fragmented citizen services across departments
- ✓ Slow digital transformation
- ✓ Complex legislation
- ✓ Financial pressure and demand for transparency



Wake up call

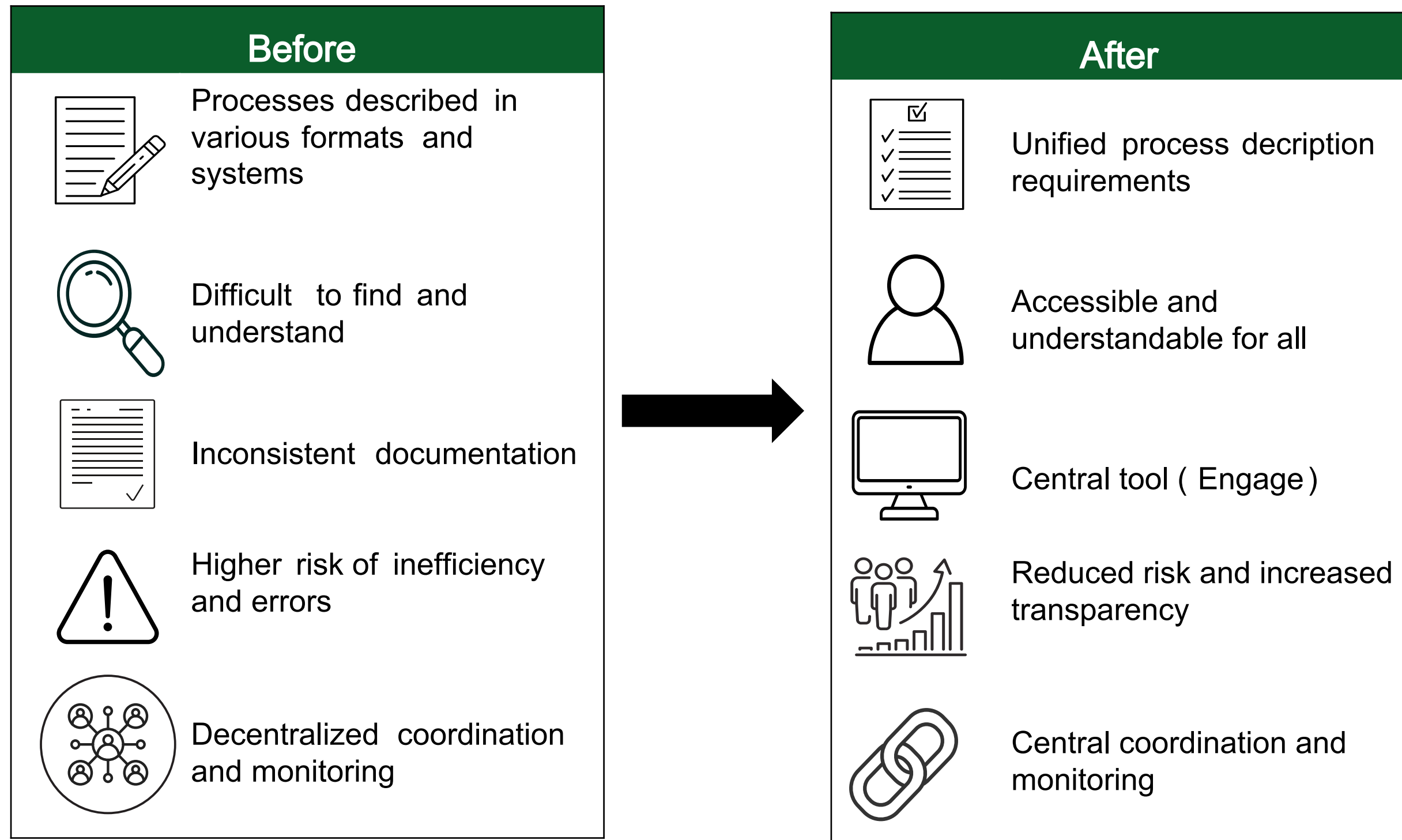
- ✓ 2019 Fraud case (Around €2 million misappropriation)
- ✓ Reputational damage and trust issues
- ✓ Triggered stronger governance

Den Haag official dismissed over €2 million fraud

An official from the municipality of The Hague was fired for committing over 2 million euros in fraud. The city council was informed of the fraud in March this year, but this is the first that the municipality publicly said about it, Omroep West reports.

According to the municipality, the former official committed fraud "with a substantial financial size" for years. When the fraud was noticed, the municipality reported it to the Rijksrecherche - the department that handles internal investigations at government services - and immediately dismissed the official. A court has approved the dismissal.

The central organisation of Process Management



Benefits for the Municipality

- ✓ **Operational Efficiency:** improved operational efficiency reduces duplication and streamlines organisational workflows.
- ✓ **Clear roles and responsibilities** : clear roles and responsibilities foster accountability and reduce confusion within teams.
- ✓ **Transparency and Governance** : enhanced transparency and governance build public trust and ensure ethical operations.
- ✓ **Adaptability and Resilience** : greater adaptability allows the organisation to respond effectively to political and international demands.
- ✓ **Improved customer journey** : Simplified processes, clear communication, and faster response times lead to a seamless and satisfying customer journey

Lessons learned

- ✓ Uniformity is key
- ✓ Start with awareness
- ✓ Tools alone don't solve it
- ✓ Think beyond diagrams
- ✓ Governance matters
- ✓ Communication is critical

