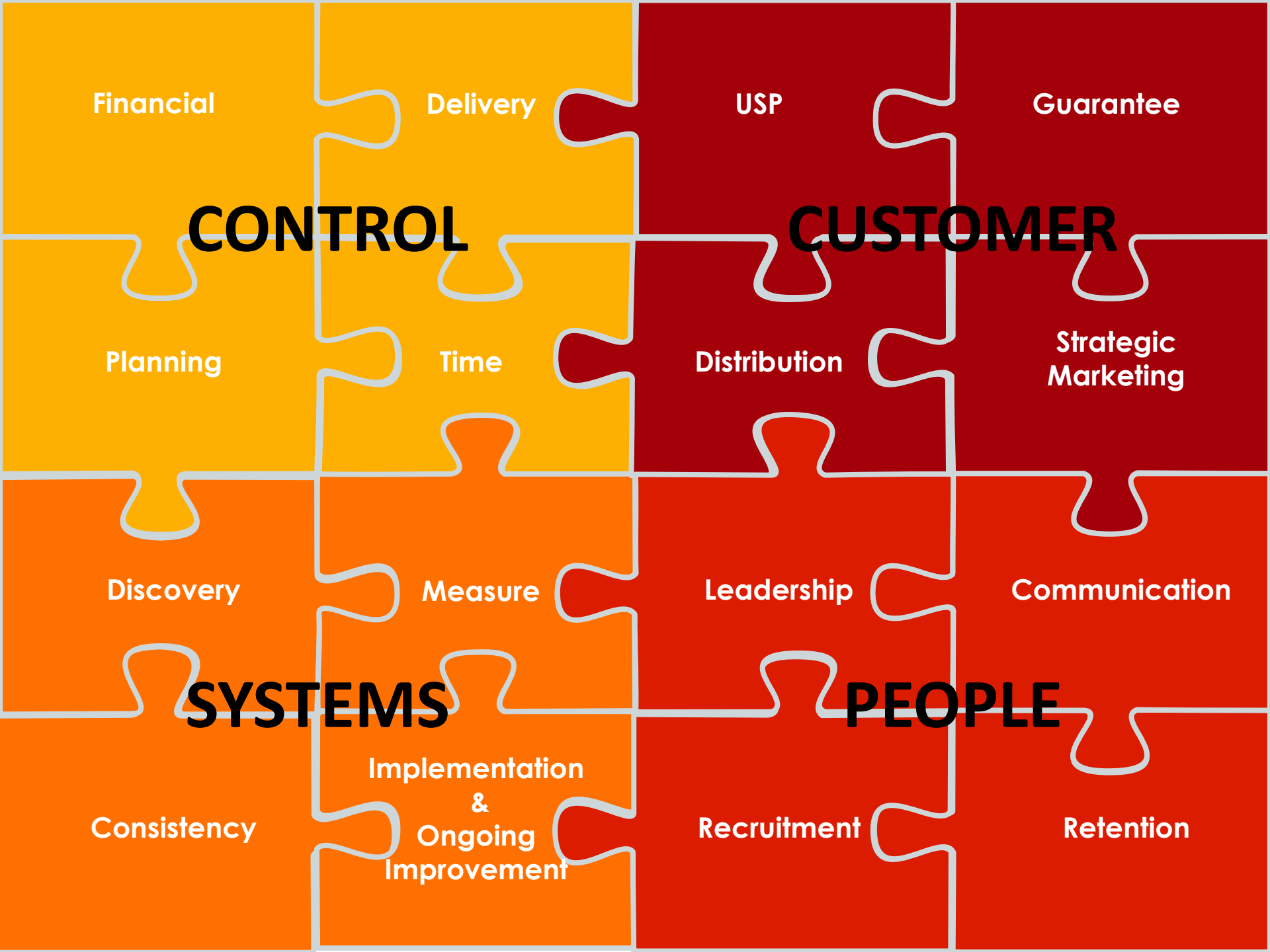


# Business Improvement

## Balanced Business approach





## CONTROL

## CUSTOMER

## SYSTEMS

## PEOPLE

# BUSINESS IMPROVEMENT

## Control and Finance

- Cash Flow / Budget & Business Plan
- Financial Results review (Regular Mth/Qtr)
- Financial clarity / cost to deliver measures
- Cost and Margin optimisation plans
- Time set aside for planning (Active vs Passive)
- Who has started planning for 2019/20?

# SWOT

## Strengths

- Customer relationships
- Stable and reliable workforce
- Specialist in product or service

## Weaknesses

- Defect or error rates
- Low margin
- Late invoice payments

- New emerging services
- New markets
- New products and innovation

## Opportunities

- Cash Flow
- Customer loyalty
- Price driven market
- Economic factors

## Threats

# BUSINESS IMPROVEMENT

## Systems & Processes

- Clear definition and accountability per role
- Duplicate activities across roles
- Process alignment (right process in the right role)
- Process bottlenecks
- Process automation/ systems
- Reliable & consistent
- Communication
- Performance & Development management
- Incremental improvement management

# BUSINESS IMPROVEMENT

## Customer

- Delivery performance to customer
- Quality performance for customer
- Customer satisfaction rate
- Customer retention rate – loyalty factors
- Unique selling proposition
- Sales & Account Management
- Supplier and Product management

# BUSINESS IMPROVEMENT

## People

- Is there the correct level of expertise?
- Employee turnover – retention strategies
- Job satisfaction – motivation/engagement
- Training/Learning opportunities
- Constant improvement
- Recruitment

# BUSINESS IMPROVEMENT

## Leadership & Management

- Efficiency
- Inspiration
- Culture & Values
- Planning
- Direction
- Risk management & sustainability



# BUSINESS IMPROVEMENT

“A goal without a plan is just a wish.”

*Antoine de Saint-Exupéry (air force & adventurer pilot and author 1900-1944)*