

"Preparing for growth and need to improve your business systems?.....Need help with planning & delivering a major project?"

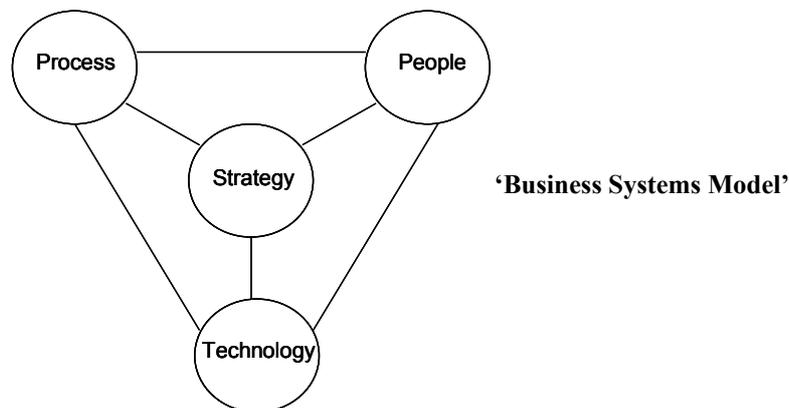
According to the most recent RMIT Family Business Survey, "more than 46% of family businesses regard investment in IT as important" – associated with that will be 'people' & 'process' issues also needing to be addressed.

Is your business looking to improve profitability through smarter & more efficient operations, or preparing for growth and needs to ensure the major 'operational' components of the business are in good health?

Our 'Business Improvement Projects' area, offers extensive experience and a range of practical tools to help you address:

- Technology Issues
- People & HR Issues
- Process & Procedure Issues

The 'Business Systems Model' can be an easy way to prompt a quick health check on the 'Operational' elements of the business.



Process

1. Does the business have processes that involve unnecessary paper & manual processing, double handling of documents, duplicate keying of information into spreadsheets, etc? If so, now is time to streamline those inefficient processes and remove wastage/cost where possible.
2. Could the business benefit from documenting these processes & procedures to assist in training new & existing staff and quality control? The documentation process can also address the business risk of knowledge being stored in the heads of a few key staff.

People

1. Does the business have the right skills, personnel and organisation structure in place to support the intended growth?
2. Could the business benefit from introducing some new rigour and framework into the HR area of the business (ie. position descriptions, recruitment process, training plans, performance appraisals, succession planning, staff mentoring & coaching)?

Technology

1. Has the business outgrown it's existing software (ie. MYOB) or looking to automate some key business processes?
 2. Could the business benefit from making smarter use of technology such as barcoding & scanning for stock control, more sophisticated software tools beyond MYOB, electronic document storage & retrieval tools, and Customer Relationship Management tools?
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Strategy

1. Does the business have a clearly documented strategic plan or 'roadmap' to ensure the financial & operational decisions being made, reflect an overall strategic direction and range of strategic objectives?
2. Could the management team benefit from a clear action plan, and some strategic metrics & key performance indicators to track progress & results?

Project Implementation Planning & Co-ordination

Setting up a project for success requires solid planning and an appreciation of the typical risks that come with implementation projects. Experience has shown that there are a number of key foundation stones required, to help ensure a project gets off on the right foot:

- Having in place a detailed project task plan and timeline. (In the case where there is a 3rd party vendor involved, the plan needs to combine the vendor project plan with internal tasks that the vendor will assume the client will handle).
- Having a clear appreciation of the internal & external resource requirements. (This varies depending on the availability of internal staff and the expertise required to execute certain roles, for example it is very common to engage an experienced Project Manager to oversee the delivery of the project).
- In the case where there is a 3rd party vendor involved, having a tight vendor contract with a clear understanding of which party is responsible for what. (It is not uncommon for vendors to expect the client to handle the 'Change Management' elements like end user training, communications, process and procedure design & documentation, new position descriptions, HR issues, etc).
- Having a detailed statement of cost/benefit (business case) for the project. (This needs to reflect hardware, software, implementation, recurring costs, etc).

Our experienced team of professionals can help ensure your project 'gets off on the right foot' by ensuring you have in place key deliverables such as:

- Project Plan & Timeline (vendor & client responsibilities).
- Resource Plan (internal & external resources).
- Suggested Project Team Structure.
- Preliminary Change Impact Assessment (who, how many, where, impacted by what, strategies to address the 'change management' issues, etc).
- Finalised Vendor Contract(s) – where applicable.
- Project Cost/Benefit.
- Project Issues Register.
- Communications Plan (ensuring the right messages, get to the right people, at the right time).

With these key foundation stones in place, there is the option of handing over to an internal resource to execute, or alternatively retaining an experienced Project & Change Manager to oversee the project activities right through to completion.

Client Testimonials

"David's pleasant manner made it very easy for me to work with him. Our project was sizeable, with goal posts forever moving. David kept his sense of humour throughout and kept me focused on the "real issues". His expertise and precise planning, ensured that the project was finalized within realistic timeframes."

Sarah Casey - Project Co-ordinator
The Door Store