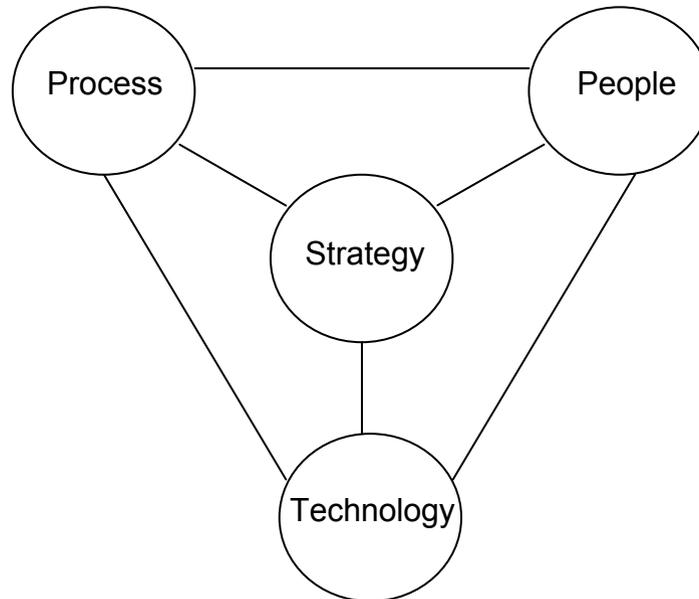




“Helping SME businesses soar to new heights”

Improving Business Systems



“Outgrown MYOB & looking for a more sophisticated tool to support the business operations?”

“Looking to improve stock control by introducing barcoding & scanning?”

“Looking to improve inefficient manual & paper-based processes?”

“About to kick off a significant internal initiative and need some project planning and project management?”

“Preparing for your next stage of growth and need to have in place a strategic plan?”

“Interested in electronic document storage and Customer Relationship Management tools?”

Foundations Consulting

“Supporting Your Growth”



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 exiting 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?

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?

By reviewing these 'Operational' matters now, the business is ensuring it has in place the right foundations to support it's next stage of growth – just like building a house - it's about putting in place solid foundations.