

Preparing for growth and need to improve your business systems?

Need help with planning and 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' and 'process' issues which also need to be addressed.

Is your business looking to improve profitability through smarter and more efficient operations, or are you preparing for growth and need 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 the following issues:

- Technology
- People and HR
- Process and Procedure

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 and manual processing, double handling of documents, duplicate keying of information into spreadsheets, etc? If so, now is the time to streamline those inefficient processes and remove wastage/cost where possible.

2. Could the business benefit from documenting these processes and procedures to assist in training new and 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.

TECHNOLOGY

1. Has the business outgrown its existing software, ie MYOB, or looking to automate key business processes?

2. Could the business benefit from making smarter use of technology such as barcoding and scanning for stock control, more sophisticated software tools beyond MYOB, electronic document storage and retrieval tools, and Customer Relationship Management tools?



Business Systems Model

PEOPLE

Does the business have the right skills and organisation structure in place to support the intended growth?

2. Could the business benefit from introducing new rigour and framework into the HR area of the business, ie recruitment process, position descriptions, training plans, performance appraisals, succession planning, staff mentoring and coaching?

STRATEGY

1. Does the business have a clearly documented strategic plan or 'roadmap' to ensure that the financial and 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 strategic metrics and key performance indicators to track progress and results?

To learn more about how we can help you improve your business operations as well as ensure a successful implementation project, call David Mernagh or Grant Field on 07 3002 4800.

Project Implementation Planning and 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 a number of key foundation stones are required to ensure a project gets off on the right foot:

- Having in place a detailed project task plan and timeline. (Where there is a third 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 and 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).
- Where a third party vendor is 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 and 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 your project 'get off on the right foot' by ensuring you have in place key deliverables such as:

- Project Plan and Timeline (vendor and client responsibilities).
- Resource Plan (internal and 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 and Change Manager to oversee the project activities right through to completion.

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