

## Operational Efficiency & Excellence

- Why Operational Efficiency & Excellence?
  - Success Criteria
  - Work Streams

## Why Operational Efficiency & Excellence?

- Effective operations and business that are top-in-class do something different that competitors don't do even though they are in the same industry and business. For your operation to beat competition and be a top quartile performer, there is the need to take an urgent and decisive action to review your operations and identify areas that are poor performer, average performer, below average performer and high performer.
- The rationale behind this is that the performance of your operations determines how profitable your business is and also enable you identify if you are meeting customer's expectation and/or creating value. Thus, inefficient and ineffective operations result in high costs/operating expenses, and low productivity.

## Success Criteria

- Provide a firm assessment and evaluation of client's areas of operation so as to optimize their operations (sales, marketing, supply and distribution, production, etc).
- Review organisation operations as well as see if there are areas of integration, application of technology or areas where innovations can create value.
- Allow performance of "what if" analysis with the possibility of layering or bundling various operations and processes to create value.
- Identify successful operation streams/operation streams that need improvement or that could be streamlined.
- Determine top performance and efficient operations that will aid in operational re-positioning.

## Work Streams

- **Activities alignment with Business Plan/Goals/Vision**
- **Operations Mode Effect Analysis**
- **Operations Process Audit**
- **Branch/Function/Operations/Retail /Network Analysis**
- **Operations Value Optimization**