



Improving Your Business Performance

Business Needs

Organisations overtime grow to meet customer demand, and with this their processes grow and grow. How often do organisations to take a step back and look at the customer value of all these processes to eliminate activities that no longer add value ? In the current financial climate of recession, the natural reaction of managers is to look at reducing costs, and this often results in a reduction in customer service. In arena4management we believe the real art of improving business performance effectively is to change the shape of your processes, work at improving what you are good at and not looking for that magic “silver bullet” of a single solution – all in an environment where improvement is continuous and leaders act as role models for this way of working. This programme is aimed at organisations that are serious about surviving and growing in the current and future environment.

Solution

A 2 day facilitated workshop to define existing business processes and identify process improvements which reduce cost and improve customer service, plus a 1 day follow-up implementation planning workshop.

Key Features

- Initial diagnostic meeting to understand current business context/processes and identify relevant information requirements
- 2 day fully facilitated Workshop to introduce business improvement principles/tools, analyse existing business processes and potential process improvements
- 1 day implementation planning workshop
- Expert facilitation and coaching
- Provision of project planning tools to support effective implementation of changes
- Documentation of workshop outputs in easily accessible format

Benefits

- Better understanding of your external business environment and your competitive position
- Understanding and application of Business improvement techniques and principles
- Team engagement and commitment to process improvement
- The creation and Implementation of a process improvement plan
- An important step to creating a culture of continuous improvement for your organisation

Cost

£1495 per person based on 6 managers/team members

St John's Innovation Centre

Cowley Road

Cambridge CB4 0WS

T: +44 (0) 845 8381 534

E: enquiries@arena4management.co.uk

www.arena4management.co.uk