



The Frank Profitable Architectures Programme Guide

4 FACTORS THAT INFLUENCE SUCCESSFUL BUSINESS IMPROVEMENT – AND A FREE TOOL TO CALCULATE YOUR SAVING OPPORTUNITIES

In today's climate many organisations are embarking on business improvement initiatives in order to protect or grow their businesses. Learn here how to put your business on the right path for improvement too.

How to make your business more profitable and competitive? You may have already embarked on your improvement journey to try to cut costs or maintain or gain your competitive edge.

Often when setting up these initiatives businesses become completely focussed on a single element of the improvement. **They don't consider the four fundamental factors** that influence successful business improvement.

Furthermore, businesses do not have an exact, accurate grasp of how much they can save by implementing those improvement initiatives.

The purpose of this guide is **to look at the four business improvement factors for business success** and to give you the right tool to calculate with accuracy your opportunities.

The 4 factors that influence successful business improvement.

Factor 1: Systems. Many Businesses Think, that the development and implementation of a new computerised system is the answer to all operational and reporting problems. Or believe because they already have an operating system in place that they have been using for some time, that that will always be fit for purpose.

The Reality Is, that the development and implementation of your system is only the beginning of your improvement journey.

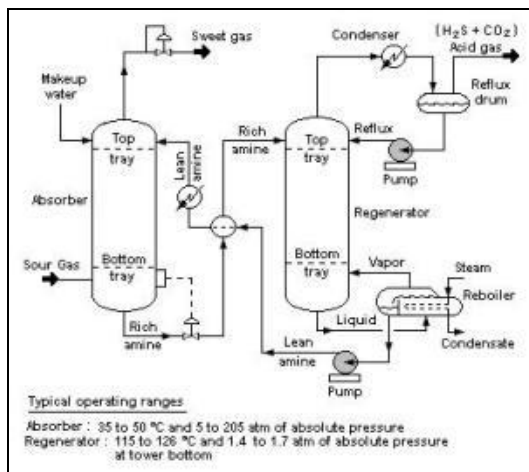


A system is not a substitute for management action. If the system is not updated and used properly by the people within your business, it may as well not be there! Equally if your existing system is not reviewed and its performance objectively evaluated, overtime it will become detrimental to your business.

Organisations operate at such a pace that things change and if the systems don't change with them, then they become ineffective and damaging. **When did you last evaluate the systems that are used within your business?**

Factor 2: Processes. Many Businesses Think, that the operational processes that have always worked, will continue to be effective and deliver profit. To change a process will cost time and money and that their teams are still following the processes that were implemented and documented years ago.

The Reality Is, that operational processes become out of date.



Steps are introduced without careful consideration of the wider impacts, and slowly materials and time are introduced to make life "easier", or to meet "customer" demand. This can cause your once efficient process to become inefficient. It will cost you more if you don't change your inefficient processes. Teams are not always compliant and become complacent, if the process is not easily executed and intuitive. Often teams find short cuts, even if those short cuts cost you money. **When did you last critique your operational processes?**

Factor 3: Policies. Many Businesses Think, that policies are put in place to satisfy a regulatory body or meet the needs of an accrediting body, that will award some sort of recognised badge, ITIL, ISO, H&S, IIP, the list is endless. Businesses believe that this will enable the organisation to gain status and recognition within their field. Some policies are enforced and are a legal requirement.

The Reality Is, policies should be put in place to improve the business and not negatively impact profitability.



When a policy is implemented or enforced it is critical that the impact it will have on the profitability of the business is considered. The systems and processes required to adopt the policy successfully need to be in place, and most importantly your people need to be fully trained in its execution. It is critical not to implement a policy because a competitor has, or because you think it might be a good idea. **When did you last review the policies that exist within your business and ensure that they are fit for purpose?**

Factor 4: People. Many Businesses Think, the people within the business should be committed and loyal because they are being paid. They also believe that if they give their people a new system to use, or train them in a new process that they will use it and

follow it without question. Some managers think that if a new policy is introduced it will be adhered to and supported from the outset.

The Reality Is, the people within your business are the MOST influencing factor in determining whether your improvement initiative succeeds or fails.



If the teams within your business do not use the system, follow the process or comply with the policy, your initiative will fail. The people within your business hold the key to its success; they can help you unlock its real potential. In order for your teams to do this you must ensure the following:

Your team's values and beliefs align to the goals and objectives of the business. The attitudes and behaviours of the people within your business are engaged and positive, and the communication within your business is concise, open and honest.

Explain the need for the improvement and outline the benefits of the new system, policy or process. With your teams on board at the outset your initiative cannot fail. **How engaged are the people within your business?**

To ensure the full potential of any business improvement initiative is achieved, be sure to consider the four factors of influence.

The Frank Profitable Architectures Programme

WHAT IS IT?

A cutting edge and results proven programme to make you **transform your business, save costs, improve quality and improve profitability.**

WHAT ARE THE BENEFITS?

- A fast paced business improvement programme.
- Drive results through your front line staff and management.
- Embeds a set of best practice processes and tools and eliminate waste, improve quality and stop fire-fighting.
- Improve performance across a range of metrics from conversion rates to profit margins.
- Typically follows a Frank Business Review (which identifies and quantifies the opportunities in your business)

WHY DO YOU NEED IT?

- Improve staff productivity by 10% to 40% (typical)
- Increase profit margins and free up cash
- Improve quality, reliability and service levels
- Increase customer loyalty
- Improve your competitive edge
- Get the capacity you need
- Typical ROI of over 3:1
- Get results **FAST** or **GET YOUR MONEY BACK.**

DO YOU KNOW HOW MUCH OPPORTUNITY IS THERE IN YOUR BUSINESS NOW?

With The Frank Boys' [Opportunity Calculator](#) to see how much value we can add.

Go to www.thefrankboys.com to try your PRACTICAL, FREE and QUICK web based tool.



The Frank Boys *Consult Differently*

ABOUT US

The Frank Boys are enablers of business transformation. We help organisations reach their potential by shaping and enabling visions, calming chaos, creating profitable architectures and healing cultural wounds.

We have over 30 years' combined experience of transforming organisations into profitable, healthy businesses. Our vision is to make work a better place for all.

We decided to form The Frank Boys out of an incredible desire to bring a fresh, positive approach to consultancy. Leaving secure and long standing jobs we have shaped our business to offer a refreshing change to old-paradigm consultancies which enforce and impose solutions. We empower, coach and support individuals and teams to deliver tangible commercial value.

Our company name was given to us by our clients. Before The Frank Boys became our formal company name our clients called us "the frank boys" out of affection, respect for our work, and the frank, open and honest discussions that they have had with us.

We are approachable, loyal people and love what we do for you, our clients. We believe our approach works: In the last 2 years alone we have created benefits for our clients in excess of £51m.

To improve your business profitability and **see how your business can save 10% to 40% in costs**, call 0844 2730147 or email us at info@thefrankboys.com

Some of our happy clients...



"The Frank Boys contributed significantly to our organisation... we achieved a significant step change during their time with us"

The Frank Boys Joined us at a particularly challenging time for the business. We were suffering the pain of rapid growth and required senior expertise in the management of national field engineering. They were able to quickly understand our business and deliver immediate value by enabling us to measure performance more accurately

The Frank Boys' work ethic and commitment is without question, they contributed significantly to our organisation from a commercial and operational perspective, we achieved a significant step change during their time with us".

Darren Marston - Chairman and Business Owner
Industrial Cleaning Equipment