



THE PROCESS

Step one: Discovery

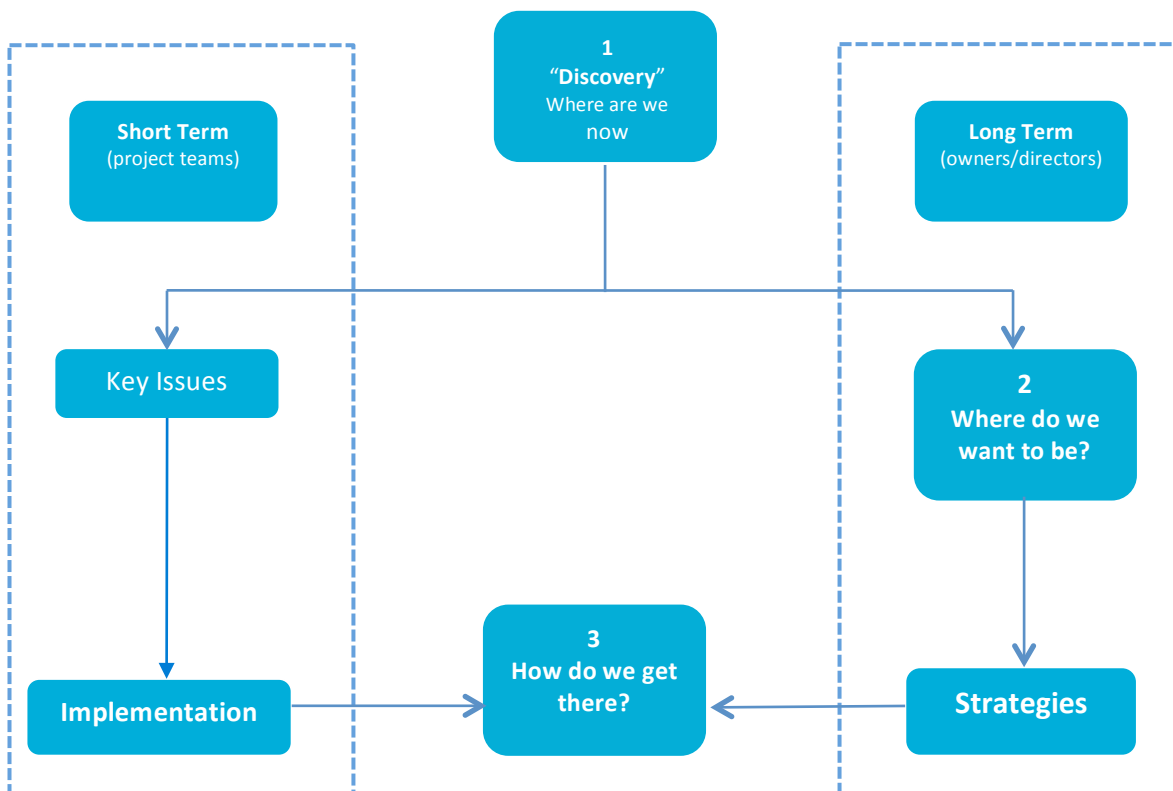
The first step in any journey is to establish the destination, establish the starting point and identify any problems or opportunities along the way.

Business improvement is no different and so the first step is to clarify your goals. I don't forget about current challenges as these must be managed along with the improvement process. Once you know destination and starting point then we work together to develop the plans.

I ask three questions throughout our work together:

Where are you now? Where do you want to be? How will you get there?

The power of these simple questions comes from keeping the business in touch with its plans, and aligning all business functions to these plans no matter what challenges and opportunities arise.



Step two: Improvement

Once you are clear on the destination and have established your plans it now comes to implementation.

To get improvements ingrained in the business my approach is to use a combination of project teams, on-line training, group workshops and one to one meetings. Sometimes my clients use all of these services, sometimes only a few. Each service is tailored to the uniqueness of you and your firm.

Wide acceptance of change is important to strategy success and a multi-pronged approach broadens participation in the decision making process, naturally developing leadership skills and succession plans in the process.

