



# Define Your Path For Achieving Operations Excellence With A STEPwise Business Efficiency Assessment

## ***Do you know what is preventing your progress towards business operations excellence?***

Processes, procedures and systems are critical for efficient business operations. Improvement in these areas will give your organization a competitive advantage, improved customer satisfaction, and higher profitability. TOP Step Consulting will help you define your path to operations excellence.



We work closely with your team to fully understand your operational model, what processes and tools are in place and how effective they are. At the end of this 2 week engagement, we provide you with recommended process and tools improvements along with the cost/benefit for implementing each change.

This valuable first step provides you with the information to make the final decisions which will have the greatest impact towards achieving your operational goals.

## **Benefits of a Business Efficiency Assessment**

- ◆ **Independent review by PS operations experts**
- ◆ **Actionable plan with cost/benefit for implementation**
- ◆ **Best practice discussions**
- ◆ **Increase your competitive advantage**



## What To Expect?

### **Step 1: Business Process Workshop**

The Process Workshop provides a base understanding of your current business model. The focus is to capture how the daily business operations is currently managed, understand the improvements or changes you plan to make and any known issues impacting your operations.

### **Step 2: Operational Analysis**

This phase entails:

- ◆ Identifying process changes which will be required to meet the business efficiency goals.
- ◆ Automation opportunities will be reviewed and a matrix developed, which can be used for tools selection and system changes.
- ◆ Cost/Benefit for implementation of identified changes will be calculated providing critical data for implementation decisions and budget for the project.

### **Step 3: Business Efficiency Action Plan and Recommendations**

The final phase of the project is delivery of the findings and recommendations for improvement to your key stakeholders. We will review the findings and recommended plan in a face to fact presentation in order to receive feedback and validate any assumptions which may have been made during the identification process.

The final result is an actionable plan based on your goals and priorities for achieving your business efficiency goals.

## What is STEPwise?

STEPwise is a complete set of services designed to focus on 4 core steps towards maturing and creating business efficiencies in your PS Operations.

- ◆ Strategy
- ◆ Tools and Implementation
- ◆ Education
- ◆ Process Monitoring

To learn more go to:

[www.topstepconsulting.com/answers](http://www.topstepconsulting.com/answers)

### **About TOP Step Consulting**

TOP Step Consulting improves business efficiency and productivity for Professional Services business operations. We help you achieve your profitability goals allowing you to focus on building your business.

Our experts have extensive experience in PS business operations, project management, and PS automation with both local and global Professional Services organizations.

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