

## Operations Management

- There are duplications or inefficiencies, we are not sure where
- We have process breakdowns
- We are working with external parties (suppliers, customers) and everybody needs to be on the same page
- We need to manage our internal and external service level agreements
- We need to understand where the balance sheet is impacted interactive

## Change Management

- We have a new initiative and need to know what to do
- We need to change what we are doing
- We need to get people aligned around a process
- We need to get input and buy-in from people

## Knowledge Management

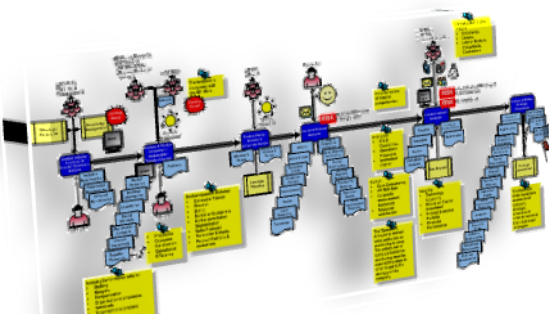
- What is it that we are doing?
- What are the documentation that flows through our company

## Organisational Development

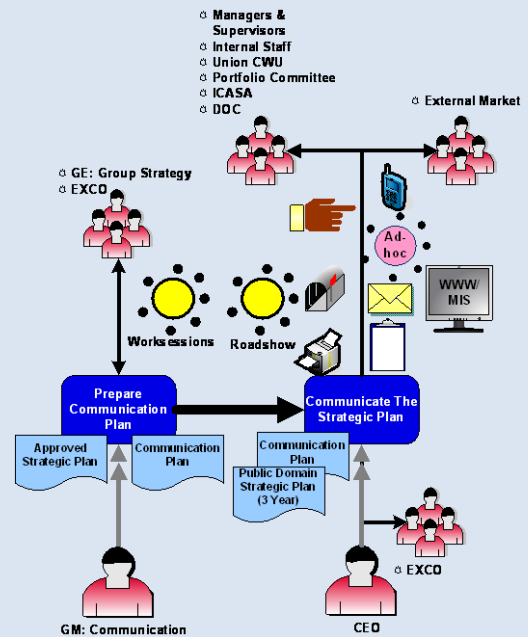
- We have a new business model. We need a structure
- We need a license to operate. For this, roles must be defined.
- We need to plan for succession
- We need to induct new staff to our business

## Performance Management

- How do we ensure that the entire business supports strategic goals?
- We need to understand what to measure and where
- We need to ensure performance measures drives the desired outcomes
- Quality Management
- We need to implement or comply to a quality management system
- We need to ensure that we comply to laws and regulation
- We need to follow company / industry policies and standards



## Vizable Results™



## Risk Management

- We need to improve risk management
- We need to exercise appropriate control
- Information Systems

## Information Systems

- We need to know how the business plans to use a new system
- We need to drive out business requirements
- We need to test the new system with the users following the "real life" process
- We need to understand the human-systems interfaces
- We need to design and implement the support processes for a system
- We need to communicate our support processes to the business in a non-complicated way
- We need to analyse where there is potential for automation
- We need to understand where Management Information is generated