



REVIEW



OPERATIONS

Operational Review

New operating models and business processes can fail if they are incorrectly implemented or embedded. Utilising a system thinking approach, we undertake a 'walk the process' end-to-end systems thinking based diagnostic of the company's new operating model, focusing on issues such as:

- The customer centricity of business processes:
 - ◇ Are the processes designed for the ease of the business or the customer?
 - ◇ Too many steps?
 - ◇ The right steps?
- Where is value demand and failure demand generated?
- Functional hand-offs
 - ◇ Are there too many?
 - ◇ Are they seamless from the customer's perspective?
 - ◇ Do they create failure demand?

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