

# Business Advancement

WE IMPLEMENT A 3-PHASE APPROACH geared toward continued organisational improvement.

ISS experts apply their skill and experience to thoroughly examine and appraise all areas of potential threat and opportunity.

## Analyse

### PHASE 1 INPUT

1. Approach: Pro/ Re-Active
2. Goals & Objectives
3. Business Maturity & Size
4. Risk Appetite
5. Rate & Control of Change
6. Internal & External Factors
7. Interested Parties
8. Sector & Market Space
9. Business Revenue Drivers
10. Customer Expectations

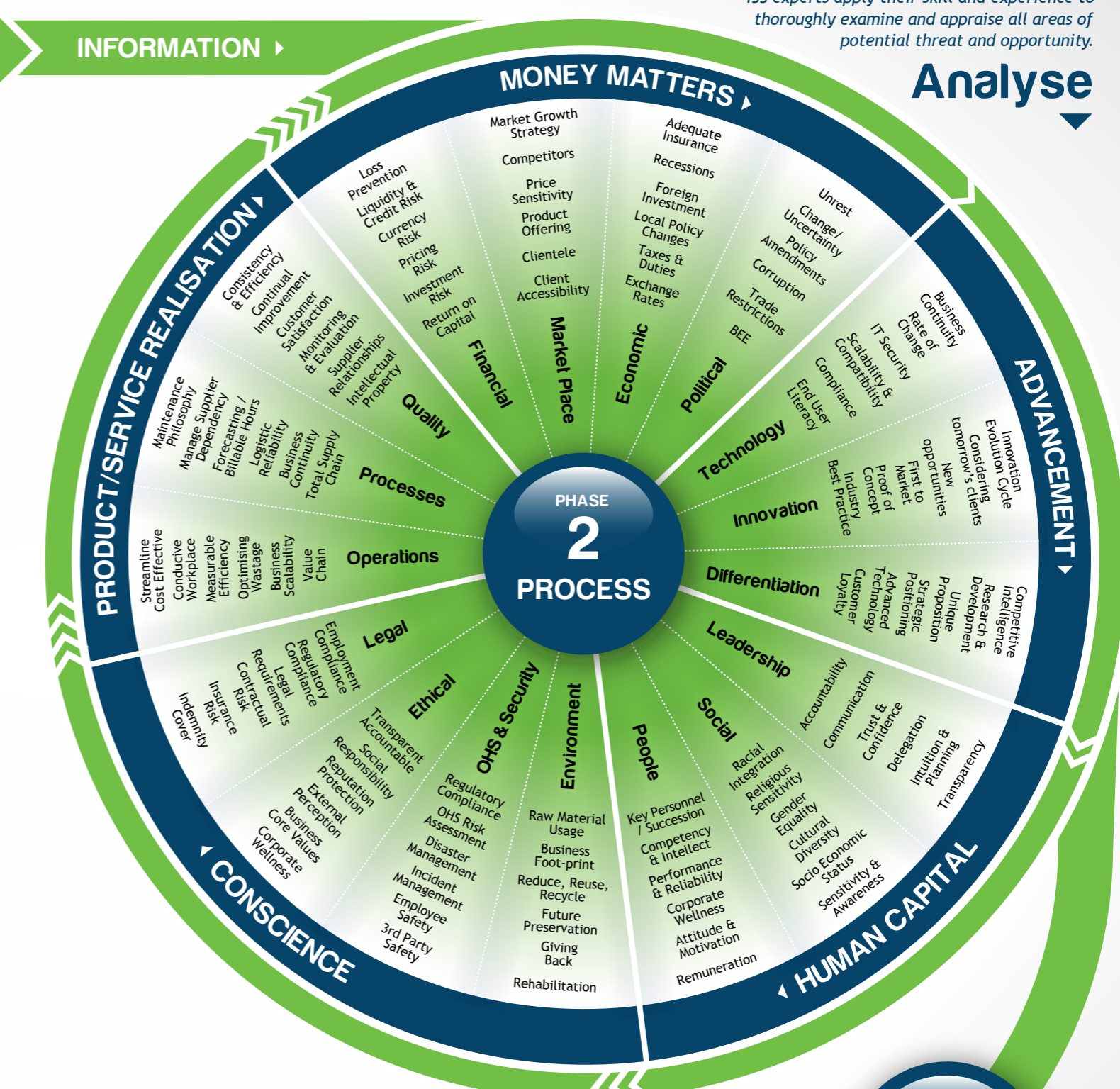
### Contextualise

ISS interviews the client in detail upfront to familiarise itself with the business' unique intricacies, flag areas of concern, clarify needs and formalise the objectives of the intervention.

Business Pillars	Goals & Objectives	Measurements	Accountability
<b>People</b> Inspired and competent people with a full understanding of our business. Love where they work and what they do.	<ol style="list-style-type: none"> <li>1. Give incredible leadership and direction to all employees</li> <li>2. Explain and control KPI's for all stakeholders</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Full day set aside for meetings twice a month</li> <li>2. Communicate KPI's against clients and projects continually</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. CEO, Supported by Directors</li> <li>2. Collaboration HR, Safety and Finance Departments</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>
<b>Processes &amp; Systems</b> Continual improvement capable of handling any increased amount of work. Brand protection and uniformity.	<ol style="list-style-type: none"> <li>1. Build capacity in line with the planned growth structure</li> <li>2. Highest standards of data administration via IT software</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Ability to duplicate or double our business at any time</li> <li>2. Proof of concept and implement industry best practice</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. HR Director</li> <li>2. IT Department. Input from all Departments</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>
<b>Product/Service Offering</b> World class product and service offering. Well organised and outstanding accreditations and registrations.	<ol style="list-style-type: none"> <li>1. Standardising, followed by innovation and differentiation</li> <li>2. ISO 9001 compliance by the next financial year end</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. 100% of our business outputs standardised by year-end</li> <li>2. Monthly steering committee feedback on progress</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Operations, Quality and Marketing Departments</li> <li>2. ISO Steering committee: Quality, HR, Operations</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>
<b>Clients</b> Vetting of the best clients to work with. Adding value to their workplaces and people. Treating clients with the utmost respect.	<ol style="list-style-type: none"> <li>1. Sign-off on a 95% accurate annual project implementation plan</li> <li>2. Customer feedback analysed, understood and fully incorporated</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Signed project plan in line with projected revenue by April</li> <li>2. Continual improvement in action. Monthly client feedback</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Marketing, Finance and Operations Departments</li> <li>2. Relationship Managers and Quality Departments</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>
<b>Marketing &amp; Sales</b> Very strategic approach aligning our strengths to current market needs. Continually seek opportunities and evolution.	<ol style="list-style-type: none"> <li>1. Ensure client retention. Grow the top-line revenue by 35%</li> <li>2. Drive social media on Twitter, Facebook, Instagram, LinkedIn</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Measure the order book on value, repeats and retention</li> <li>2. Rally an additional 50,000 followers during calendar year</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Business analyst and Marketing Departments</li> <li>2. Review everyone's KPI's against client and project</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>
<b>Finance &amp; Admin</b> Invoicing on-time, management of cash-flow. First world stewardship of our money and in touch all the time.	<ol style="list-style-type: none"> <li>1. Measure and optimise the turn around time on all clients</li> <li>2. Efficient document processing for accurate financial reporting</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Placement of orders into delivery, to payment (45 days)</li> <li>2. Signed off Financials - by 7th of each following month</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>	<ol style="list-style-type: none"> <li>1. Sales, Operations and Finance Departments</li> <li>2. Finance Department</li> <li>3. Your company specific info</li> <li>4. Your company specific info</li> </ol>

### BUSINESS PLAN & IMPLEMENTATION STRATEGY

### INFORMATION



### Realise

Outputting a structured plan of action offers your business its crucial roadmap to ongoing achievement and advancement.

### PHASE 3 OUTPUT