

Our offer in

Performance Improvement

The SPP logo consists of the letters 'SPP' in a white, bold, sans-serif font, centered within a solid blue square.

Most businesses have a need to improve performance on an ongoing basis. Whether that involves cost reduction programs, or increasing revenues, CEO's are under increasing pressure to show year-on-year improvements in their results. The challenges facing businesses in delivering on performance improvement are many and varied:

- **I.T. gets in the way**
- **The ideas are there, but people don't have the right skills to execute**
- **A "business as usual" mentality prevails**
- **Sacred cows stymie efforts to make progress**

To break this nexus, businesses need to take a program management approach. This means having a broad understanding of the challenge facing the business, and the reason for change. It means communicating the project objectives to the project team and employees affected by changes. An effective feedback loop is also critical to gather data and keep key stakeholders up to date. It also means targeting "quick wins" to ensure the program gets moving, before starting to work on some of the more difficult problems. Finally, it means carefully planning so that projects are adequately resourced for development and implementation. This includes people, time and training for the job at hand.

SPP brings a different skill set to the problem. Our consultants and managers are people that have often worked in line management positions. They understand the day to day challenges of running a business, in combination with trying to execute strategic projects. Some of the things that are different about SPP include the following:

- **We take a pragmatic approach.** Whether it means using a complete six sigma methodology, or simply going straight to the answer, our primary goal is to deliver on the project objective.
- **We communicate well.** Using the same approaches as top tier consulting firms, we communicate the benefits of the project, the roadmap, the status of the project, and the outcomes very clearly, so all stakeholders know where they stand.
- **Our people have experience.** We aim to support and partner with the team members on our project – although we use consulting tools, we rely more heavily on practical experience in implementing our initiatives.

Our people are our greatest strength. People that we bring to bear in this area have significant experience in both cost-reduction and revenue-enhancement projects. They include the following:

Matt Arculus: Matt is the former Head of the AxaWay program at AXA in Australia, a six sigma based approach to improving the operations of AXA which was rolled out worldwide. Matt has strong experience in designing operational improvement programs, training analysts and team members, and in the delivery of improvement initiatives. Prior to working with AXA, Matt worked for GE in the United Kingdom.

Phil Noble: Phil Noble has worked on a variety of performance improvement initiatives over his 15 year career as a line manager and management consultant. Phil has deep experience in program design, cost modeling, initiative development and project management. Phil has worked with a variety of companies in performance improvement programs, including Woolworths (Tandy and Dick Smith), Australia Post, AXA, Westpac, and others.

Our projects are our greatest calling card. In recent times, projects completed by people working at SPP in this space include the following:

- **For a Bank** - development of a process management model across the retail bank. Identification and sizing of process improvement initiatives.
- **For Orica** – detailed review of problems with a specific product which was failing in the field. Involved root cause problem solving, detailed discussions with manufacturing, management, and field teams, review of all available data, and identification of a broad program for moving forward.
- **For AXA** – identification and execution of specific cost saving initiatives, including re-structuring, process improvement, process redesign, and program design and management
- **For DIIRD** – design of a new service including high level process mapping, requirements definition for IT components, and overall costings and benefits for the new service.

To find out more about our offer to corporates seeking to improve performance, please contact Phil Noble on phil.noble@sppconsulting.com.au, or call Phil on 03 9691 0023.