

## S.M.A.R.T Performance Service

*Achieve more and more with less and less*

Do you **know** how your business processes, and work practices are **really** performing? How much time, cost, margin, revenue, and reputation is being lost every day? How can we systematically prevent and eliminate errors, wasted work and effort under the relentless pressure for growth?

Your business performance blueprint defines your costs and capacity to add value

Our SMART<sup>1</sup> Service reinforces your team with highly experienced people whose proven tools and methods will:

- pinpoint and eliminate errors and your sources of waste
- increase your capacity, responsiveness and margins
- relieve the pressure on your overstretched people
- reduce the burden of compliance
- make the organisation easier to work with and within.

**....at less cost and risk than employing dedicated internal resources  
....with a guarantee of an ROI of more than 200% on the cost of our services.**

### Avoiding the Waste in Growth

It gets harder to keep control of the way things should get done as the business grows and gets more complex. Cause and effect becomes a lot less clear.

As businesses grow, they naturally accumulate hidden waste. Poor work design and use of information wastes time, effort and money. The probability and cost of error and quality failure increases. The potential to grow value stalls and leaks away between the organisation gaps. Relationships break down. Customers are disappointed. Growth stagnates.

Leaders worry that working practices could be wasting their resources, hurting their customers, making it harder to get things done, exposing them to risk and leaving money on the table

Pressure to achieve deadlines intensifies. Growth and efficiency initiatives are launched. Processes are re-examined within 'initiative silos'. Inconsistent, hard-to-interpret process maps are developed which become hidden in the archives until the next initiative, which uses different methods and language. Adoption takes too long as people resist change. ROI projections fail to materialise.

A business is a complex system. A change in one part of the system will have consequences in another. Organisations need a living operational blueprint that converts the mental models of the leaders into tangible, connected, measurable work practices that deliver the KPI's, and which everyone can understand.

Poor performance and quality is not for lack of process. It is for lack of processes that are easy to adopt and adapt

The Xenogenix SMART Performance Service solves the management problem of finding the right people with the bandwidth, knowledge, objectivity and influencing skills to make and keep the organisation 'Lean'.

<sup>1</sup> Simple, Measured, Adopted, Responsive, Transforming



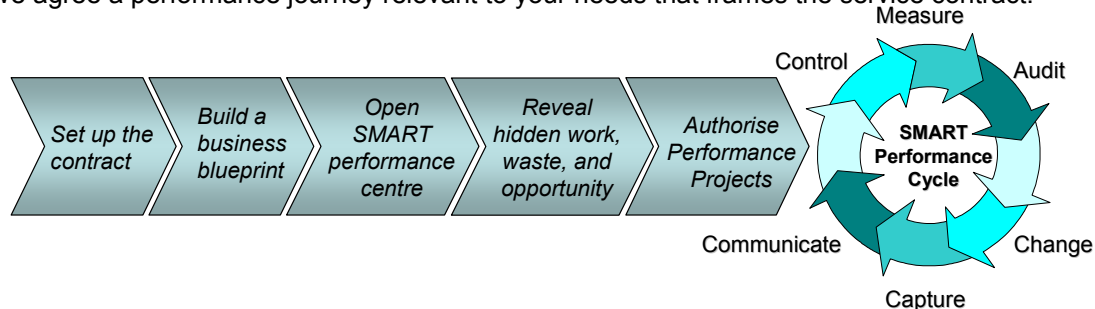
## How does the SMART Performance Service work?

Our team of experienced hands-on leaders help your people to deliver more value at less cost. This virtual Performance Management team uses powerful tools to Capture, Control, Change and Communicate the way work gets done. We develop, keep up to date and provide online access to all your business process, procedural and performance information.

We offer a flexible service contract for a fixed monthly fee. You benefit from a deferred cost of our 'front loaded' work to build the information and structures necessary to operate this service. The costs include:

- Capture all the processes and work practices in a business.
- Capture and link critical performance measures to business processes
- Hosting a SMART Information Centre using a leading s/w application to control, authorise and communicate your business processes
- Develop policies to improve and control processes and practices
- Manage the implementation of the policies
- Capture, Control and Communication of all 'continual change' process changes
- Audit processes for evidence of waste
- Tailored action centred reports to stakeholders to impact performance targets.
- Maintenance of documentation for quality and compliance audits
- Coaching people to achieve better KPI's through effective process management

We agree a performance journey relevant to your needs that frames the service contract.



When required we can provide 'on tap' skilled resource to facilitate *Future State* development projects and manage Change projects.

## How does the guarantee work?

We agree with you a basis for attributing a present value to the waste and incremental value potential that we identify in the first 4 months of service. We guarantee that the ratio of this present value to the cost of our service will be at least 200% or you can end the contract and receive a refund of the contracted charges.

## Benefits of SMART Performance Service

- More efficient use of treasured and most pressured critical resources
- Flexible access to people to help you achieve a lean, high performance organisation
- Candid, objective feedback and advice from independent specialists
- Reduced recruitment and management overhead of developing process competence
- Better control of a critical information asset; ***How the business really works.***

**Start the Journey.** Call 01428 641679 or email [smart@xenogenix.co.uk](mailto:smart@xenogenix.co.uk)