

## Executive Summary

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Results & Findings from consulting engagements are only valuable to the extent the actions are followed through, implemented and actively monitored.

## 6-Ready Steps in Implementing Process Improvement Findings.

### *ACCUMERIC—Risk & Advisory Group*

When providing advisory work for our clients, our advisors face a two-pronged challenge—(FIRST) finding solutions for the issue at hand and (SECOND) convincing the organization as a whole to act upon it in a timely manner. Based on our experience, we have compiled six preset conditions which helps improve the odds of success from start to execution with emphasis on the latter.

#### **Sign-on Local Leadership Pre-Engagement**

Local divisional leadership within the same organization at times are reluctant to accept directives that may involve changing procedures that they may have grown accustomed to. On candid interviews of various division heads, many claim their disinclination to be attributable to their lack of input or approval for such initiatives. Bearing this in mind, it is therefore worth enlisting affirmative support by local leadership for the need for such consultation that may result to changes within their own respective group. Their pre-engagement acceptance is an additional pre-work but may be worth it in the long run as their support is critical during the execution phase of the engagement.

#### **Pre-establish Rules & Follow Thru Commitments**

It has also come to our attention that establishing rules and scope engagement prior to the start of the project will help put people’s minds at ease as they would have a clearer picture as to the direction and objective of the project. In part, it is also recommended that each division understand that whatever the conclusion of the engagement, that they will support its implementation and see the entire process through. The pledge to put the official recommendation into practice can come in many forms (e.g. inferred or written), and is generally dictated by culture.

#### **Pre-Determine Milestone & Triggers**

Apart from establishing rules of engagement, it is often favorable to also agree on preset milestones and progress markers throughout the process to avoid any misinterpretation between divisions. Sharing the underpinning reasons and the description of the action “triggers” would also help keep different divisions in league and cooperative since they are viewed as partners rather than mere subjects of studies. These open discussions will also allow them individually to add on to the collective value of the efforts at hand.



## *Attitude towards improvements...*

### **Get Local Participation in the Process**

Participation can come in many forms. It can be as easy as relying on different departments to provide requested reports for analysis or it can mean an informal walk-through of processes to gain a personal discussion which helps promote a sense of self worth for these departments. The key is to demonstrate that you share the same goal which is to keep the organization competitive as well as to improve conditions and efficiencies of their daily lives.

### **Assign Monitoring Responsibilities**

Not unlike the preceding point, keeping departments involved in the process can increase the chances of success. Apart from the initial data gathering procedures, departments can also play a role in self monitoring when parameters are designed objectively. This will not only promote implementation, but also gauge for self-improvement in a quantitative manner.

### **Change in Market, Requires Tweaking of Plan**

Single-headed solutions are great so long as problems remain static. Unfortunately, business issues rarely stay stagnant and often mutate into something else, rendering previously conceived solutions ineffective, at best.

For cases with inherent risk of conditional fluctuations, it is better to build in the flux and a process adjustment to go along with it. This can be calibrated automatically through a preset plan given certain measurable changes in condition or through a scheduled periodic status update, in which the assigned progress monitors can raise their concern and provide feedback as to what steps are working smoothly and which ones are less successful. The key to maintaining good executable solutions is staying flexible and accepting change when change is needed.

### **In Summary**

An advisors' role has evolved from the old puritan form of ADVISE-ONLY, to a more progressive and personally connected interaction with those you are advising and those individuals who you rely on to take action on a daily basis.

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