

# TOUCHPOINT CHANGE!



## Quick Opportunity Review

If you need to reduce cost, release capital, streamline operations, improve service or protect your customer base, this is the place to start.

Touchpoint Change works with you to find new opportunities in these areas and then deliver them. Our mission is to work with your people to help transform your business and increase momentum. And we can start to do it quickly.

Our *Quick Opportunity Review* focuses on a key part of your business - we identify the opportunities for improvement and start to realise the benefits.

The review will be carried out by one or more specialists with the right skills and experience to suit your organisation. It will focus on the areas important to you and is typically centred around one or more of these areas:

<p><b>Cost Efficiency in Operations</b> - streamline work, make your cost base more variable to cope with unpredictable demand and find ways to <i>do more with less</i></p>	<p><b>Teamwork</b> - enable teams to work more productively together and prioritise issues, whether within a department or across the organisation</p>
<p><b>Financial Efficiency</b> - release cash from your organisation by improving asset utilisation, reduce work in progress, maximise the benefits from previous investments</p>	<p><b>Project Alignment</b> - reduce capital requirements and delivery time, identify opportunities to reduce effort, accelerate delivery and increase savings</p>
<p><b>Continuous Improvement</b> - institute a systematic approach for all staff to improve their work, cooperating across boundaries and removing the many causes of waste</p>	<p><b>Customer Service</b> - focus on customer needs more clearly and protect service levels during tough times, improve retention and win new customers through next year</p>
<p><b>A critical business issue</b> - we take a key issue for you, and work with you to resolve it</p>	

All of these issues benefit from a combination of focused analysis, fresh thinking and experience. We've been there before and can take a holistic view of business performance; many factors dictate how well a business runs and we find the changes that will make the most difference.

The financial benefits and business opportunities that we uncover may surprise you, but they will be achievable and worthwhile. Some quick changes are often feasible during the review, which can pay for the review itself.

We can move quickly to make a difference to you - contact us now to get started

**0845 1301 357**  
**Info@TouchpointChange.co.uk**

... helping your people transform your business ...  
... delivering the benefits of change ...

# **TOUCHPOINT CHANGE!**

## The Quick Opportunity Review – a managed approach

### Scope

It really is simple to get started with an initial phone discussion to agree an appropriate review structure with you. Then we start work straight away; we meet you and your team, review your current issues and priorities, study your strategy and scope the review to outline the anticipated benefit areas.

### Checkpoint

At that stage we have a checkpoint. If you believe that we cannot make a worthwhile contribution to your organisation, we walk away and you owe us nothing (except the expenses we agreed in advance). When we agree to continue, we will complete the review together with any workshops that are part of the defined scope.

### Document and Present

Finally we document our recommendations and findings, including an outline business case for short, medium and long-term improvements. We can also arrange to present it to your senior team and discuss options for implementation.

### Timescales

Depending upon the size of the organisation and the scope of the work, typical timescales for a review might be:

- For single departments or sites - 5 days
- For multiple departments or sites - 7 to 10 days
- For larger organisations or complex operations - 10 to 20 days. This can be extended on request.

Once we start work, we quickly get to know the people and the important areas in your business. Our approach is friendly and accessible but also energetic and incisive.

We can offer you expertise whether you are a start-up or FTSE business in the private sector, a public sector organisation or a not-for-profit.

### **Creating opportunity across your enterprise**

#### Finance

How can operating profit be improved, working capital reduced and the benefits of previous investments delivered?

#### Operations

How can you reduce expenditure without cutting capability or causing customer dissatisfaction?

#### Sales & Marketing

How can you maintain your profile and maintain revenues even in a shrinking market?

#### IT & Technology

How can you deliver more benefits from previous investments and help users exploit what they already have?

#### Customer service

How can you respond more quickly with fewer people, and find more opportunities to increase revenues?

#### HR & Communications

How can you create a more agile workforce to manage the peaks and troughs of work?

#### Change Management

How can you maintain your team and accelerate your work so that the job of improvement can continue?

#### Enterprise

How can all parts of the business work better together and hit the same priorities?

**The Quick Review - a  
quick way to find new  
improvements.**