

## WHAT IS IT?

Process Cost Performance collates your existing business information in a way that allows you to clearly identify where your efforts need to be focussed for best business practice. It supports your team to create a more harmonious and satisfying work place. Process Cost Performance is the first step to sustainable and more profitable business outcomes.

### BENEFITS



1. Adds to your *existing* business systems and processes to guide you to improved (\$) performance outcomes
2. Focuses personnel on Loss Control without expensive training
3. Effort and work prioritised by value
4. Cost justification for improvement expenditure
5. Cost feedback measuring expenditure effectiveness
6. Removes conflict by providing a uniform justification base
7. Moves an organisation to 'No Blame' and breaks down communication barriers
8. Optimises the technology human interface
9. Secondary benefits may also be from more satisfied staff, waste reduction and safety improvement.

Process Cost Performance (PCP) is a concept that is specifically designed to meet your unique organisational needs. This program is tailored to be as unique as your organisation and arranged to take advantage of existing process, system and personnel strengths in your organisation.

The political, taxation and industrial environment in Australia tend to hold business Managers in an inertial field – i.e. you get stuck. To improve this position, organisations tend toward delivering extensive training to their personnel. Unfortunately without change at the work front, the training fails in its effectiveness and the unchanged work front practices draw the personnel back into the “old ways” because it is easier.

#### Productivity through Systems and Process

PCP focus is on systems and processes and uses training only in relation to adjustments to systems and processes. When systems and processes are designed and implemented well, productivity is maximised, rework minimised and staff are generally more satisfied with their work environment. This is achieving the “Work smarter not harder” concept, and improves overall income.



By addressing improvements through process and systems, change can be undertaken simply and effectively with minimal overall stress to personnel and the training budget.

#### Staged Implementation

The PCP program is structured into smaller stages that allow review by senior management before further expenditure is allocated for subsequent stages. In general the stages are as follows:-

- Business overview and observation
- Defining management's desired end result
- Audit of existing systems and resources
- Confirm desired result and develop unique program for implementation of PCP
- Install PCP system concurrently with overview training
- Develop teams and train for process improvement. This stage can effectively utilise past training in Quality Management or similar programs, minimising expenditure.

#### Additional Support

Where additional specialised service providers are required to implement this program, we seek to utilise where possible your local specialised service providers, ensuring that your organisation has ongoing direct support at your doorstep.