

Achieving customer satisfaction profitability

DYNAMIC
CLARITY

CHALLENGE

A client's business had been rolling along for many years with little change. No real improvements were being made and processes were becoming outdated. Profits were slowly declining and the business was losing clients to competitors.

SOLUTION

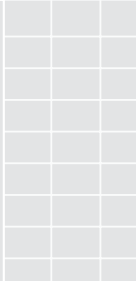
Introducing our "Business Improvement Stages" model as a means by which we could consider his business, the team at Harris Black worked through the Business Improvement Stages with the client. Using a collaborative approach with the employees of the business, Harris Black facilitated a waste audit on some of the key business processes. The client and their team came up with process improvements within the seven areas of waste framework and identified those ideas that were easy to implement with the biggest cost saving. This laid out a process improvement pathway for the next 12 months for the business.

OUTCOME

As the employees were fully engaged in the process improvement pathway and improvements were made quickly and easily. The business became more efficient, freeing up time to focus on more innovative solutions for their clients. The business is winning customers back and profit is improving.

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**Business
Improvement Stages**



S T R U C T U R E

W A S T E

B E L I E F S

