



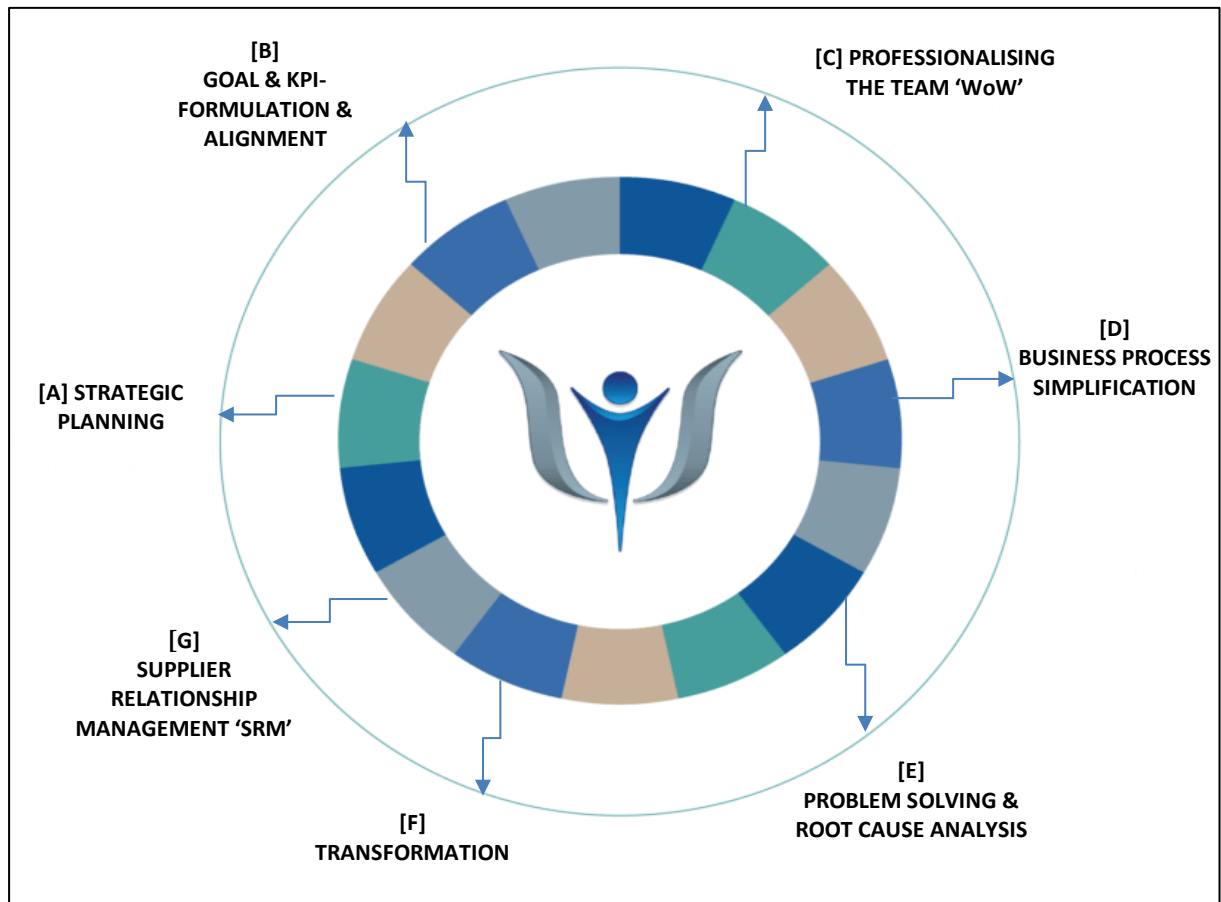
Business Development

Salient Solution Details

PEOPLES MART CONSULTING

Reg. No: 2007/204192/23 □ Vat Reg. No: 4740242146

Certified as a Level 1 B-BBEE Contributor (B-BBEE Procurement Recognition Level 135%)



[A] STRATEGIC PLANNING

1. **Situation analysis:** Key trends and uncertainties faced by the organisation, emerging from a review of the environment
2. **Drivers of strategic change:** Those developments in the environment and market (industry-specific) that will shape the businesses future in a significant manner
3. **Scenario planning:** Scenarios around the likely outcomes of the key uncertainties identified
4. **Organisations core competencies:** The organisation’s core and unique capabilities and capacities that set it apart from other (potential) competitors
5. **Strategic opportunities:** Opportunities arising from overlying the Core Competencies on the Strategic Drivers of Change

[B] GOAL AND KPI – FORMULATION AND ALIGNMENT

- ❖ Strategic priorities formulated from:
 - i. Strategic opportunities (output of the strategic planning exercise), and
 - ii. Problems / blockages identified from a review of past performance against targets

- ❖ Goals formulated around strategic priorities, incorporating Group/ Company, Function specific, Cross functional and Individual goals
- ❖ Goal sheets will reflect Accountable /Support, Timing, Quality Requirements ('QR') and Quality indicators ('QI')
- ❖ Quality Indicators will give rise to Key Performance Indicators 'KPIs'

[C] PROFESSIONALISING THE TEAM 'WOW'

- ❖ How we stay true to the strategic priorities of the business
- ❖ How we improve the quality of our outputs AND meet our deadlines
- ❖ How we organize ourselves more effectively for meetings
- ❖ How we prepare effective presentations (for proposals, recommendations, updates)
- ❖ How we maintain effective oversight over projects / issues closure

[D] BUSINESS PROCESS SIMPLIFICATION

- ❖ Mapping of Current (AS IS) processes (in cases where there are no documented processes) and a review and recording of issues/challenges
- ❖ Mapping of TO BE processes, based on learnings from other multi-national organisations and/or best practice (Applying root cause analysis, where relevant)
- ❖ Recording of changes from As Is versus To Be process maps – includes assessment of impact
- ❖ Action plans for approved changes completed – incorporates: Description of solution, Accountability matrix (ASCIK), Timelines, Quality requirements (key indicators for success)
- ❖ Preparation for implementation relates to our readiness activities, e.g. Revised JDs, Training completed, Required tools & reports in place, Business communication

[E] PROBLEM SOLVING AND ROOT CAUSE ANALYSIS 'RCA'

- ❖ Causal Mapping process allows us to apply a pragmatic & deliberate approach to resolving our business issues
- ❖ 3 Deliberate and sequential stages
 - **Define** *...what's the problem?* – Summarise Issues/Observations, Define the problem/s, Prioritise the problems
 - **Analyse** *...why did it happen?* - Possible causes (using Fishbone analysis), RCA (using 5 Whys), Rationalise Possible root causes [Note: RCA is a systematic process for identifying the 'root causes' of problems or events and an approach for responding to them]
 - **Prevent** *...what will be done?* – Possible solutions, Determine optimal solution, Action plans
- ❖ The objective will be a transference of skills to selected employees / teams, with the view to this skill being a part of the DNA of the organization

[F] TRANSFORMATION

- ❖ A focus on both Efficiency and Effectiveness levers will set the organization apart
- ❖ Our approach will be:
 - To focus on efficiency levers to streamline business processes (SIMPLIFICATION)
 - In this way, we will free up funding and capacity
 - We will then re-define roles to focus on value add activities
 - We will utilise freed up funding to invest in training programs & appropriate tools/solutions
- ❖ Depending on the scale of transformation, additional transformation levers could be explored:
 - System Replacement / automation
 - Consolidation and Centralisation
 - Outsourcing /offshoring
- ❖ We tailor our approach to be appropriate for a particular business context, focus area of the business and/or needs of the business

[G] SUPPLIER RELATIONSHIP MANAGEMENT 'SRM'

- ❖ Perform segmentation of supplier base, to differentiate between strategic, important and routine suppliers
- ❖ Facilitate stakeholder engagements to determine strategies for strategic suppliers
- ❖ Align approach / expectations, in order to inform the engagement model for each supplier tier
- ❖ Design a SRM Governance framework, incorporating the following elements:
 - Financial Management
 - Relationship Management
 - Contract Management
 - Performance Management
- ❖ Introduction of relevant templates, where necessary, e.g. Balance scorecard, Supplier evaluation questionnaire