



*The
12 Efficiency Tips
of Christmas*

*to guarantee your business a
Prosperous New Year
AND
HELP CONTAIN THE PAIN!*

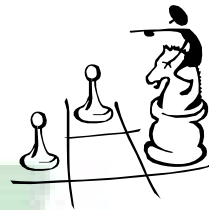




'FOCUS your attention on meeting the needs of your customers'.

In your sector, where in 2012 further budget reductions are not going to be uncommon you are going to need to ensure that you are re-designed to provide additional tangible and quantifiable value.

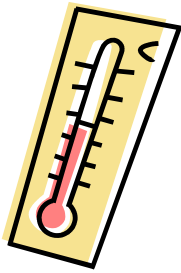
'Ensure that your strategy is challenged both internally and externally as it is developed and implemented and that it focuses on results and outcomes'.



In order for this to happen you need to understand that your Strategy is merely your Company's Vision in Words: Therefore, ***DO YOU KNOW;***

- If your strategy is achievable?
- If you have the right people – in the right roles?
- Whether the current climate supports this strategy?
- If your strategy needs changing / challenging ... or just 'tailoring'?
- Whether your strategy continues to provide long-term, mutually beneficial support to collaborative arrangements?
- If your strategy meets or exceeds customer expectations and requirements?





'Ensure you test the temperature of your organisation before you procure a service'.

Do you understand the culture, needs and incentives of your organization?

Price is important yet other factors count too. In this tough economy, procurement may be pushed hard to obtain immediate cost reductions or cash-flow improvement. Although this may give you immediate benefits it is the longer term ramifications which need to be considered. A 'quick fix' is seldom sustainable.

'Don't think that short term outsourcing is an alternative to doing the job properly'.



Instead it is a long-term strategy and as such it is well worth investing in a considered 'roadmap' to illustrate how to make complex decisions and achieve long-term benefits through looking at the people, the process and the technology. A thorough internal evaluation of the sourcing strategy, including change management and communication planning, must be the first step.





'We need to ensure we engage with our most important asset'.

How do you know that you are ensuring that your teams are fully engaged with your business outcomes and objectives? By creating an environment of inclusivity you will build and maintain teams that are committed and not merely compliant, this will materially benefit your bottom line profit.

'We must all find effective ways of measuring and hence improving our output as an organisation'.



Do you appreciate that by increasing the productivity of our nation by 1% this would bring an increase of £11bN to overall GDP? This must be highly achievable as the current UK productivity figure stands at 40%! What would an extra percentage point mean for your business and bottom line and how would you measure it?





'Always clarify and fulfil your obligations and duties, both morally and contractually'.

Understand and appreciate the basis of your relationships – they are not always what they may seem; consider what motivates the other party and the part you play in this motivation. If your relationship is governed by a contract, service level agreement or some other type of agreement, ensure that you meet the requirements openly and transparently.

'Share concerns before things go wrong'.



Should things go wrong always work with your partner to resolve the issues avoiding the easy route of creating a blame culture. If you 'blame', it is highly unlikely that you will receive the full picture and, as such, neither party will meet their needs. Ensure that you make use of an ethos of 'early warning' where you work together to continuously improve your service offering.





'When reviewing a service, make sure you include the sum of all the parts.'

It is essential that you establish what you must do as opposed to what you would like to do, they are often completely different! A critical factor is to engage with, and listen to, the front line staff seeking their opinions as they are the heartbeat of your organisation.

'Look to change a winning team.'



The team you need at the start of a project are not always the team that you need to close it off, ensure that you have the most appropriate people and skills at every stage of your Project and that your team evolves with the current circumstances and needs.





'Seek to manage the people not the project'.

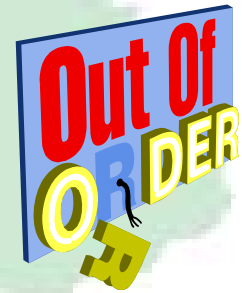
People make the project a success or create the failure, you must not underestimate the time and commitment that you must invest in them to maximise success.

How do you measure your team's engagement?

'If it is not perfect do not leave it'.

Too often we leave work streams alone because they do what we set them out to do, hence:

'if it is not broken do not try to fix it'.



If you fail to take the initiative to continually improve and develop through self challenge you will be overtaken by the opposition!





Why PML?

- BUDGETARY CONSTRAINT
- FALLING INCOME
- RISING COSTS

DEMONSTRATING ADDITIONAL VALUE

These are the areas we can assist you and in which PML excels.

We can help you get the most out of your assets, your systems, your people and your organisation as a whole. We can implement and then support the changes and improvements that you can have to maximise your income, minimise your costs and provide the best possible value to your stakeholders.

For further information on our self funding improvement services **contact us on 020 7256 2216** or ;

e-mail Kim_mewman@pmlgroup.com or;

visit our web site at www.pmlgroup.com or;;

Follow us on Linked In <http://www.linkedin.com/company/pml-group-holdings-ltd> or;

Follow us on Twitter www.twitter.com/pml_group

