



STRATEGIES FOR GROWTHSM

"CONSULTANTS TO THE SERVICES INDUSTRY"

You Get a Regular Check-up, Don't You?

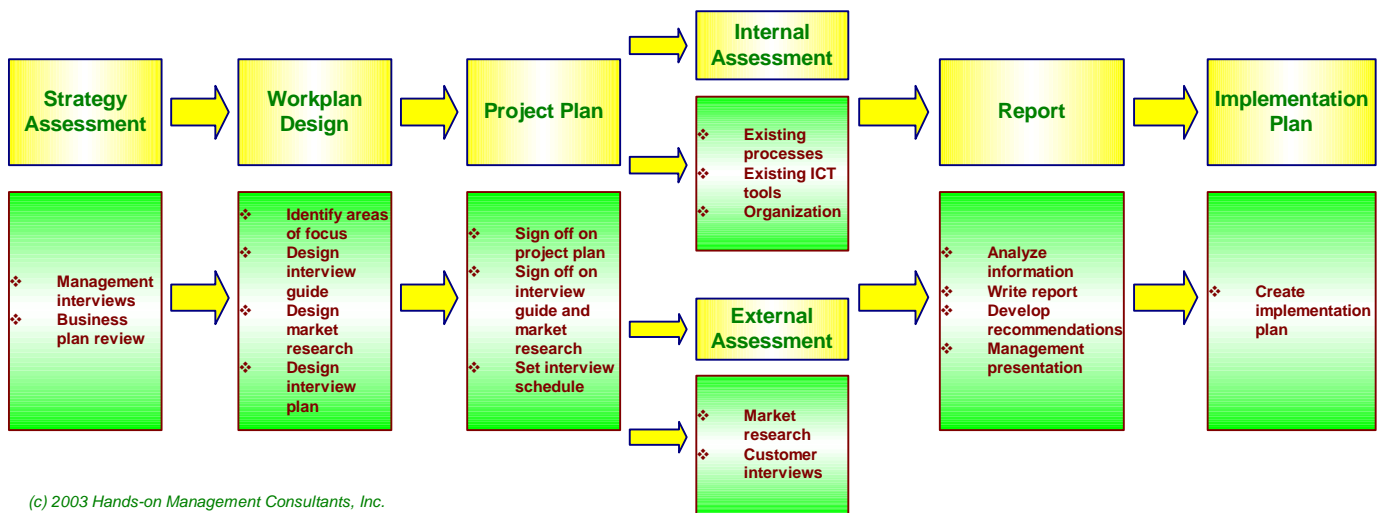
So Why Don't You Do the Same for Your Business?

You are extremely busy running your business, but with a rapidly changing environment, more and more demanding customers, increased competition, and a whole array of new technology that everybody is talking about, it is often hard to keep up, let alone step back and identify the business improvement opportunities that are available. However, any delay in acting will place your business at risk, and may ultimately cost you your market position. You may have already begun to experience increased customer complaints, or even lost customers; decreased profit margins; reactive employees; and internal firefighting. These are all symptoms that indicate something is out of balance, and that your business may not be running optimally.

Hands-on Management Consultants, Inc., in cooperation with its long-time partner **Strategies for GrowthSM**, has developed a quick *Business Scan* program to help you identify the causes of problems and recognize opportunities for business improvement that will improve - or bring back - your desired customer satisfaction and profitability by focusing on both the key internal and external aspects that affect your business, including:

- Business Processes
- Organization
- Business Tools
- Customer Needs and Requirements
- Customer Perceptions
- Market Research

Using a combined approach consisting of a custom questionnaire, internal and external interviews, and database research, we will map your existing situation and compare it against the best business practices learned from decades of business experience and consulting. This will clearly make the performance gaps and business opportunities visible, and lead to the development of an *executable* business improvement plan based on your specific situation. The steps we will take are depicted in the following diagram:



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We will also work very closely with the key people in your organization to design a specific work plan and collect the necessary information. In this way we can assure that we will focus on the critical elements and not waste either your time - or our time - on unnecessary activities. At the same time, it will be an educational experience for your people that will broaden their horizons with respect to process improvement and customer satisfaction. Because of their involvement, they will also clearly understand both the gaps and opportunities, as well as the path for improvement, ultimately creating an environment that will allow for change, and make the resulting implementation proceed a lot easier.

Each *Business Scan* program will be tailored to your specific needs and situation to achieve the maximum output and return on investment. At the end, you will get a detailed report and management presentation that contains the following information:

- Assessment of your business processes
- Assessment of your systems environment
- Assessment of your organization
- Customer needs and requirements
- Customer perceptions
- Market information
- Identified gaps and opportunities
- Business improvement plan

You will then be able to plan and budget for the implementation of the recommended business improvement program and, depending on the available investment possibilities, achieve a very short-term return on your investment.

The *Business Scan* program is offered at a fixed price and can be completed in a timeframe of usually less than one month, so you can get fast results and know exactly what you are getting into without any open-ends or surprises. The results are presented in *executable* actions accompanied by a clear estimate of the expected return on investment.

Business Scan is an effective business tool that provides a quick scan of the health of your business, allowing you to put your major concerns to bed, and giving you clear direction for implementing business improvement. Let us help you run your business more efficiently - call us today to learn more about the *Business Scan* program!

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