

CLIENT SUCCESS PROFILES

Doubled the PROFIT in 12 months

The business was not meeting profit expectations and the owner did not understand why.

The key to success was mapping the sales and delivery process to identify where the business was making and losing money - then involving the team to create systems and processes that drove profit and valued team.

We increased chargeable hours, raised our rates, stopped giving away time and focused on getting more profitable jobs.

Targeted training and improved communication and participation across the team was key to driving these outcomes.



Owners EXIT the day to day running of the business



This was a profitable business that depended on the knowledge and skills of the owners - who wanted to exit the day-to-day operations while keeping their finger on the pulse of the business.

Role clarity was key to the success of this project which promoted two key team members to the General Manager and 2IC positions.

There was a review of key roles across the organisation with revised position descriptions.

We held workshops to develop the communication and operational processes needed to make the transition a success.

KPI's to drive business results and accountability were identified and incorporated into a new reporting system.

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Creating Time and Quarterly Dividends

A very successful business needed to negotiate key constraints to keep growing and provide leverage for the owners/shareholders – to reduce their hours and allow them to operate more strategically. Clarity re what needed to be changed and influenced was key - then it was time to be bold and take action.

Building on a strong foundation we created leverage to move the fulcrum away from the owners - including setting up systems and processes so the business could operate independently of them. We created a robust Business Action Plan and followed it. Importantly we measured and reported our results.

The focus was on organisational structure and governance. With this clarity, we concentrated on both our existing team and recruiting new team members - taking the time and effort to get the right people. The expanded team has strong leaders, reflects our values, and excels in their roles. We have committed the support, training, and resources needed to build this amazing team.

In a tough environment we have grown within existing markets, entered new markets, and grown our customer base while maintaining a very strong gross profit.



A focused future - structured for PROFIT (Dividends) and results

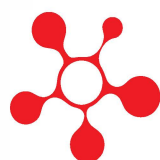
The business had achieved longevity but relied on its niche market position resulting in inconsistent results and a reactive approach. This posed significant risk in a changing and more dynamic market.

The first step was to understand our key numbers. We put a simple budget and cashflow reporting system in place so we always knew our financial position and could plan effectively. This gave the owner confidence to pay increased dividends and pay them more regularly.

The sales and business intelligence processes were made visible. This showed us the type and level of activity required across all seven pillars of the business, to protect current business and gain early access to new business and projects – ensuring strong gross profit and the ability to scale and leverage our uniqueness (USP). We worked with the team on consistent implementation which included building a refreshed database, reporting on activity and outcomes, and sharing information. A simple checklist keeps everyone in the loop and on track.

The whole team is excited and reinvigorated by the new approach and this has been reflected in morale, teamwork, and results.

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