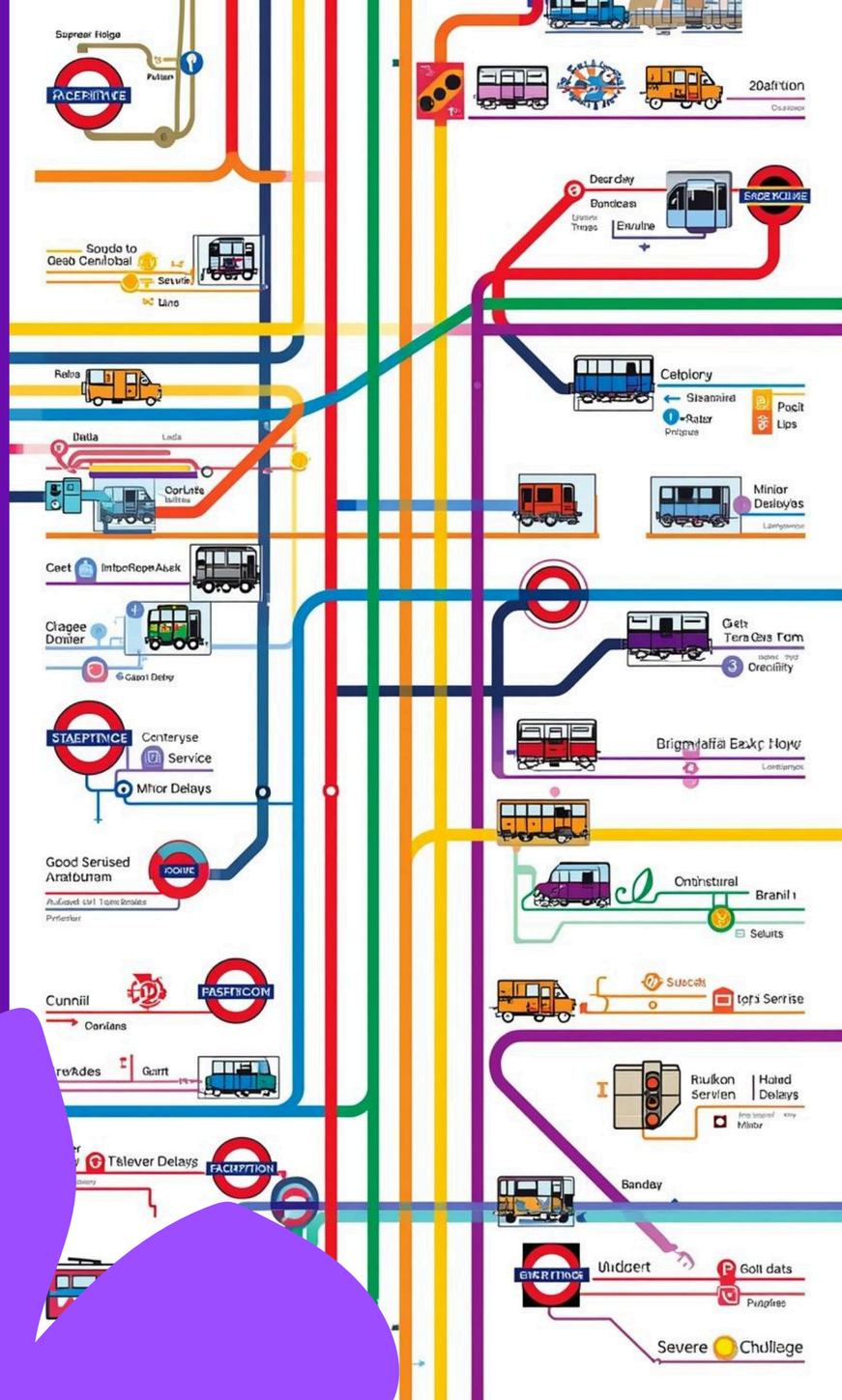
Good service on all lines

PRESENTED BY BART STRZELEC



Map your business lines: defining key functional areas

SALES

New customers drive growth and engagement for services.

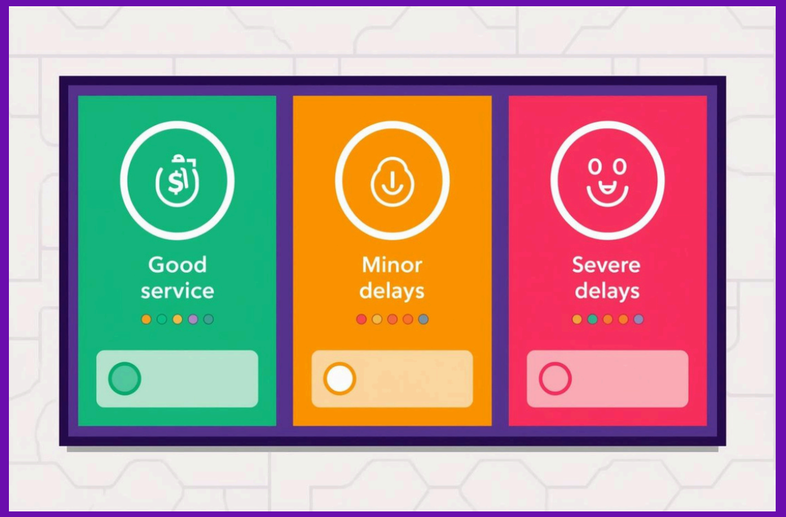
OPERATIONS

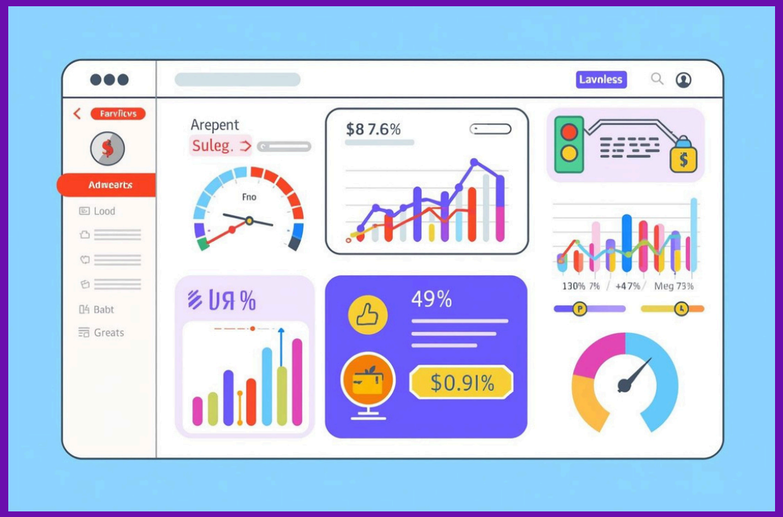
Work completion makes sure there's timely delivery and quality assurance.

FINANCE

Sustainability depends on effective cash flow management.

Create a service status board





GREEN

Indicates the business is running smoothly.

ORANGE

Signals minor delays and issues under control.

RED

Urgent attention needed for severe delays.

Investigate delays and communicate

01 **INVESTIGATE**

Conduct a thorough analysis to uncover the root causes of delays, focusing on systemic issues rather than just symptoms. This will make sure comprehensive solutions can be implemented effectively.

02 **COMMUNICATE**

Maintain open lines of communication with all stakeholders, regularly updating them on progress and challenges, providing transparency to build trust and confidence in your organisation.

03 **RESPOND**

Prioritise quick responses to identified issues, implementing actionable plans and timelines that demonstrate a commitment to restoring operations to optimal performance levels swiftly.

Want to know more about continuous improvement for your business? Get in touch:

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