

CONSULTING SERVICE

# OPERATIONS EXCELLENCE

TRANSFORM YOUR BACK OFFICE OPERATIONS IN LESS THAN 3 MONTHS

Realize a 20% increase in productivity while enhancing employee engagement and the customer experience.

## IMPROVE EMPLOYEE ENGAGEMENT AND PRODUCTIVITY

Organizations today are challenged with doing more with less. More throughput, higher customer satisfaction, faster to market, highly engaged employees, and an overall lower unit cost. While individual initiatives are often introduced to address some of these challenges, The Burnie Group's Operations Excellence program tackles all of these with guaranteed success in a 3-month time frame.

## OUR OPERATIONS EXCELLENCE PROGRAM DELIVERS IN 4 KEY AREAS:



Improve the efficiency and effectiveness of processes while enhancing quality



Identify and release latent capacity



Enhance management capabilities and improve the skills of front line teams



Expand availability of data to improve operational insights and enhance decision making



# OPERATIONS EXCELLENCE:

## WORKING TOWARD THE SUSTAINABLE IMPROVEMENT OF KEY PERFORMANCE METRICS.

The Burnie Group's Operations Excellence Program has four key components:



### Workforce Management

- Business services catalogue
- Data capture
- Forecasting
- Capacity planning
- Resource planning
- Workforce composition
- Skills matrix



### Management Practices

- Daily huddles
- Visual boards
- Weekly operations meetings
- Coaching and feedback training



### Employee Engagement

- Visibility into work
- Continuous improvement
- Manager feedback
- Change management



### Performance Management

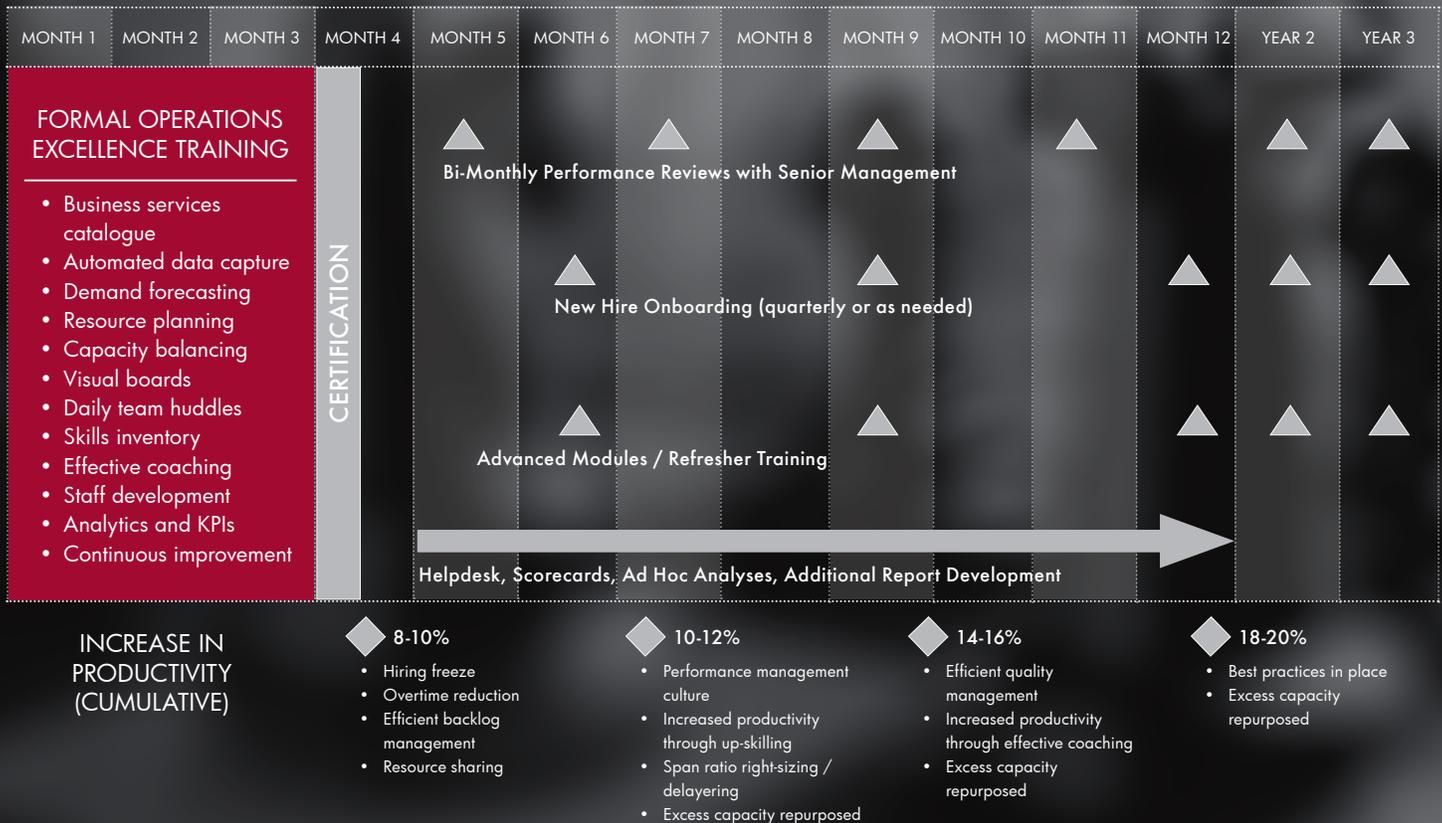
- Target setting
- Metrics, analytics, and insights
- Financial objectives / performance

## Leverage Technology to Optimize Performance

Our Operations Excellence program is implemented through 11 weekly modules that include capacity and resource planning, performance dashboards, team huddles, problem solving, and one-on-one employee coaching. The program provides a well-rounded learning experience through classroom style workshops, online tools, reference materials and quizzes. Throughout each week, we reinforce each module with personalized desk-side coaching.

Our program leverages innovative technology to map end-to-end processes and capture the day-to-day activities of your team members. Through advanced analytics we paint a clear picture of individual, team and corporate performance.

THE BURNIE GROUP'S OPERATIONS EXCELLENCE PROGRAM INCLUDES A 3-MONTH TRAINING PROGRAM FOLLOWED BY ONGOING COACHING AND SUPPORT.



# BEGIN NOW TO TRANSFORM YOUR BUSINESS

The Burnie Group's Operations Excellence practice leaders have a combined 25+ years experience in employee performance improvement. Our clients include top 5 Canadian banks, leading insurance companies and pension funds.

We guarantee a dramatic advancement in employee effectiveness and engagement. Our clients typically realize operational savings of 20% or more within the first twelve months of our program. Let us help you transform your business.

## ● The Burnie Group

In-depth insights in record time: Connect with us today to get started!

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