BUSINESS IMPROVEMENT REVIEW

For

Case Study 1

16/05/2006
WELCOME TO YOUR BUSINESS IMPROVEMENT REVIEW

The following pages show the outputs from the BIR completed in May 2006 with Mike Morrison facilitating.

The BIR is a perceptions based tool and not a factual measurement, however peoples perceptions are their reality, and for an organisation to work effectively peoples perceptions should be aligned. Often the reason for an organisation not being as successful as it could be is the fact that varying parts of the organisation are not aligned closely enough together.

While perceptions may not be fact, where groups report a similar view their is a high likelihood that the view is accurate.

The purpose of this output is to generate discussion and provide a vehicle for a business action plan. Your facilitator will guide you through understanding the outputs in this document.

If you have staff or external parties we urge you to share these graphics with those people. It generally creates useful dialogue which often leads to stronger relationships.

You have now completed the diagnosis part of the Business Improvement Review (BIR).

The RapidBI team wish you well with the implementation.
### People Taking Part

Setting the scene for the review, who was involved.

The following Board & Managers were involved in this Review:

<table>
<thead>
<tr>
<th>BOARD</th>
<th>MANAGERS</th>
<th>OTHERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>P Jones</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S Smith</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A N Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pat Brown</td>
<td></td>
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<tr>
<td>Jo Patel</td>
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</tbody>
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The review also includes data from:
- 50 Staff
- Suppliers
- Customers
The PRIMO-F model provides you with an overview of how Case Study 1 is seen as of May 2006.

The PRIMO-F model can be used to identify any high priority areas for development and action planning.

- **DARK BLUE** = LOW PRIORITY AREAS
- **ORANGE** = ACTION REQUIRED, MEDIUM PRIORITY
- **LIGHT BLUE** = HIGH PRIORITY AREAS IMMEDIATE ACTION REQUIRED
This shows the extent of clarity & understanding between key personnel on important issues.

The Board of Case Study 1 were asked to consider a number of areas of the organisation and rate them 1-10.

The graph below shows the range of scores given along with the average score for each area.

You should consider the comments supplied at the time when reading this.

The shorter the vertical bar the more consensus the team has. Where the bar is longer than 2, there may be a misunderstanding or lack of communication in this area.

Any average under 6 suggests significant room for improvement.
This shows how people in the organisation view financial factors.
Marketing

This shows how people in the organisation view marketing factors.
This shows how people in the organisation view operational factors.
This shows how people in the organisation view the strategic management processes.
This shows how people in the organisation view the style of management.
Management Values

Case Study 1

This shows how people in the organisation view the values the organisation demonstrates.

- Care for Environment
- Community Relations
- Customer Focus
- Learning Organisation
- Quality Ethos
- Respect for People
- Supplier Relations

Staff
Board
People

Case Study 1

This shows how people in the organisation view people management factors.
This shows how people in the organisation view the management skills of senior management.
This graphic shows how the key people rated their own ability in a range of key areas.

The Board of Case Study 1 were asked to consider their own abilities in a number of areas and rate themselves 1-10.

The graph below shows the range of scores given along with the average score for each area.

While wide ranging scores in any given area is not necessarily a problem, the important point to determine is the extent to which the team has a balance of skills and are they in the right places? Any areas where there is a low average should be considered as a training or development need for the management team.