



# The Business HealthCheck

# BHC

Every organization needs to be effective, productive and deliver continued improvements in order to be successful, profitable and sustainable. Over time, standards and processes can slip or become outdated, and like many things in life, businesses need regular maintenance too.

The fasEo HealthCheck™ is the first logical step to becoming a fitter and more profitable business.

#### **The HealthCheck:**

- **Providing a high speed analysis and report on the health of an organization; quickly identifying strengths and areas for improvement.**
- **Focusing on the who, how and what you do – not purely on results.**
- **Flexible approach, unobtrusive, bespoke.**
- **Diagnostic, not prescriptive.**

## Cut Costs | Increase Revenues | Build Sustainable Results

We service our cars regularly, and as individuals we know the importance of regular health checks. Likewise, organizations require assessments on their performance and the components that make that business 'healthy'. More importantly, in fast changing markets or new business developments, the fine-tuning of performance is often neglected or simply not recognized.

The pressures associated with operating a business day-to-day often means that the organization does not make the time or have the resources to 'self-assess' its performance.

Attempts at self improvement are often limited in their effectiveness due to internal managers being 'too close' to processes, or perhaps having pre-conceived, sometimes defensive, views of the health of their business. What is needed is an external view based on facts, industry-wide benchmarks and best practices.

**What is needed is a fasEo HealthCheck.**

**The fasEo HealthCheck will bring performance advantages to organizations – irrespective of size, complexity or sector – improving performance and the cost to earnings ratio.**

Our approach is based upon the principles of Business Excellence; assessing an organization against the criteria of the proven European Business Excellence Model, and identifying performance gaps. Coupled with that theory, we are collectively expert in developing businesses and can realistically implement those principles of 'best practice'.

When looking to the future and developing and aligning an organization to deliver successful strategies, it is vital for that organization to understand its strengths and areas for improvement.

The fasEo HealthCheck can develop this picture and provide an overview of the organization for the management team, and a detailed map for the personnel to follow, helping them to identify their contribution and encouraging their efforts in progressing towards the Business Vision.

At the macro level, the fasEo HealthCheck helps organizations to align identified improvement opportunities with their business goals. At the micro level, it identifies areas for improvement where low-hanging fruit can be reached and quickly harvested.

## How does it work?

fasEo Consulting will meet with your HealthCheck sponsor to develop and agree an Assessment Plan. The Plan will include a schedule of interviews between the fasEo Assessment Team and appropriate personnel from the company, designed to be unobtrusive, allowing 'business as usual' and complying with individual time schedules.

The interviews comprise a fact-find approach relating to the **Enablers** and **Results** of the organization; using a set of structured questions proven to establish an accurate assessment of the current 'health' of your organization, the fasEo Assessment Team will seek appropriate evidence to ensure that the fact-find is validated and the resulting report and recommendations are based upon reality.

With the Assessment Plan established and communicated to the appropriate people, the fasEo Assessment Team (consisting of 2 to 5 experienced professionals depending upon the size of the organization) will prepare for the on-site visit on the dates agreed.

We undertake the business analysis diagnostic along ENABLING (causal) and RESULTS (outcome) criteria as summarized overleaf.

## ENABLERS

### Leadership

How leaders develop and facilitate the achievement of the mission and vision and develop and implement values for long-term success and are personally involved in ensuring that the organization's management system is developed.

How does your organization...

- ensure the business meets its plans?
- encourage people to participate fully by improving the way they work?
- work with customers and partners to improve the way things are done?
- recognize the efforts people make and give back?

### People

How an organization manages, develops and releases the knowledge and full potential of its people and plans activities to support policy, strategy and effective operation of its processes.

How does your organization...

- train individuals to act in a number of roles and recognize their abilities?
- ensure all employees understand how their job affects the business and which tasks have priority?
- recognize those who have improved the business?
- communicate between all levels to benefit the business?

### Policy & Strategy

How an organization implements its mission and vision through a clear stakeholder focused strategy, supported by relevant plans, policies, objectives, targets and processes.

How does your organization...

- use the planning process as a source of learning?
- ensure plans are based on information from stakeholders?
- ensure plans are effective and improve performance?
- make sure its people 'buy- in' to what it is trying to achieve?
- identify key processes and ensure they are reflected in targets and results?
- nurture the general business acumen of employees?

## Partnerships & Resources

How an organization manages its external partnerships and internal resources to support policy, strategy and effective operation of its processes.

How does your organization...

- manage the budget and investment decisions?
- ensure its information is accurate and up to date?
- recognize the importance of partners?
- keep up with technological change?
- ensures it complies with legal requirement regarding data and software?

## Processes

How an organization designs, manages and improves processes to support policy and strategy and generate increasing value for Customers and other stakeholders.

How does your organization...

- define its processes so they are understood by all?
- encourage everyone to improve these processes?
- design and deliver its products and services?
- plan changes and monitor effects?
- manage and enhance Customer relations?

## RESULTS

### People Results

What an organization is achieving in relation to its people.

Has your organization...

- asked its people if they enjoy working for you?
- seen a high level of loyalty?
- noticed trends in productivity, absence and turnover?
- noticed that people are willing to be involved in improving the business?

### Customer Results

What an organization is achieving in relation to its external customers.

Has your organization...

- asked its customers which aspects of its products or services are most important and set target satisfaction levels?
- asked customers for direct feedback?
- measured satisfaction trends and loyalty?
- received letters of commendation?
- compared performance to competitors?

### Society Results

What an organization is achieving in relation to local and national society.

Has your organization...

- asked the local community how it impacts on them and how they see the organization?
- approached its business conduct ethically?
- received positive media coverage?
- supported its people in their local community?

## **Key Performance Results**

What an organization is achieving in relation to its plans.

Has your organization...

- a set of measures that help it understand performance?
- a set of financial measures which are monitored and used?
- made sure indicators give early warnings of business going off target?
- compared performance to that of competitors?

**All responses to the fact-find will be collated by fasEo and evidence sought to validate perceptions. The resulting information will be assessed for the “RADAR” ‘Approach’, ‘Deployment’ and ‘Review’ of the Enablers and the ‘Excellence’ and ‘Scope’ of the Results as demonstrated overleaf.**

## ENABLERS

### Is the Approach...

- Soundly based?
- Focused on stakeholder needs?
- Supporting policy and strategy?
- Innovative?
- Flexible?

### Is the Deployment of the Approach...

- Implemented in all potential areas across the organization?
- Implemented to its full potential/capability?
- Achieving all planned benefits?
- Systematic?
- Understood and accepted by all stakeholders?
- Measurable?

### Is the Approach and its Deployment...

- Measured for effectiveness regularly?
- Providing learning opportunities?
- Benchmarked with others?
- Improved based on the output from learning and performance measures?

## RESULTS

### Do the results...

- Cover all appropriate stakeholders?
- Measure all the relevant approaches and deployment of approaches using both perception and performance indicators?
- Show positive trends or sustained good performance over time?
- Have achievable targets?
- Have comparisons with others and compare well?
- Show a cause and effect link to approaches?
- Give a holistic picture?

### The Outputs

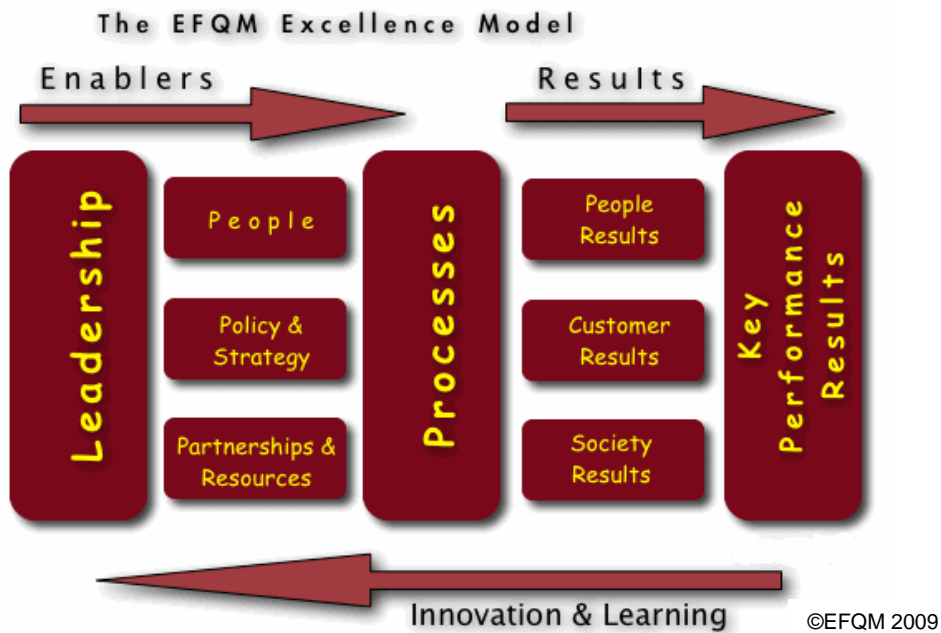
Following the Assessment, experienced fasEo personnel will produce a detailed **HealthCheck Report** identifying the strengths to be leveraged within the organization and the areas for improvement to be prioritized.

The **fasEo HealthCheck Report** is not prescriptive, we will work with your HealthCheck Sponsor to formulate action plans designed to maximize existing best practice, close the gaps on the areas for improvement, and establish strategies to sustain good performance.

The assessment alone will not lead to beneficial change unless practical improvement plans are established and implemented with the complete and continuing support of the management team.

### The HealthCheck...

- **Provides direction.**
- **Identifies available routes towards attaining and sustaining optimal performance.**
- **Provides an objective plan for continued success.**
- **Enables effective execution post-assessment.**



The HealthCheck approach is derived from the EFQM Business excellence Model. For further information about The fasEo HealthCheck, EFQM Model or to learn more ways fasEo Consulting can improve your organization, please visit

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