



HARRIS ASSOCIATES

An Overview of the Products and Services we provide to assist you in Integrating Best Practices into your Organisation and Achieving Profitable Business Growth

- **Integrating Best Practices - Awareness workshop - up to 1 day.**
 - initial CEO/Director's meeting
 - understanding client's business
 - probing their vision, developing their needs
 - outlining possible strategies.
- **World Class Competitiveness - 1 day w/s.**
 - market impact, lean operations, balanced culture - developing the vision
 - further definition of client needs
 - further definition of strategy/structure of improvements required
 - agreement on proposal content.
- **Diagnostic Tools: to determine in detail the client status and opportunities for improvement regarding:**
 - **Customer Service Performance Assessment** – to establish what matters to the customer and their view of how the supplier performs. Comparison with the supplier's view and with the competition.
 - **Price of Non-Conformance Assessment** - to establish the cost of waste in the organisation. Provides an agenda for improvement.
 - **Workforce Attitudes Assessment** - establishes the underlying culture of the organisation and identifies issues requiring improvement.
- **Development of an Integrated Strategy - 1 day planning meeting.**
 - build outcomes of the diagnoses into the Strategy
 - agree structure of the improvement strategy and organisational involvement in it.
- **Continuous Improvement - Management Education - 4 x (up to) 1 day w/s.**
 - concepts of Continuous Improvement (CI)
 - tools & techniques
 - develop detailed plan of action for the client
 - can be geared to individual organisation or groups of SMEs.

- **The Impact upon CI of Management Style and Behaviour - 1 day w/s.**
 - need for leadership in achieving change in individuals throughout the organisation
 - corporate culture, employee buy-in, supplier-through-to-customer integration
 - the requirements for an improvement culture - impacts upon management style.
- **Facilitator Training - 2 day w/s.**
 - develops in-house missionaries, trainers, experts in CI tools & techniques
 - prepares facilitators for in-house education and involvement of rest of workforce.
- **Team Leader and Supervisor Development - 1 day w/s.**
 - role of Team Leader or Supervisor in CI
 - ensures involvement of Team Leaders and integration of junior supervision in CI process.
- **Facilitators train work-group members - workbooks supplied.**
 - whole workforce, by workgroup, in-house
 - develops self-managed teams
 - applies concepts & techniques to local workgroup problems, on-going workgroup improvement meetings
 - provides means for continuous improvement throughout the organisation.
- **Strategic Goals and Key Performance Indicators – 1 to 3 day w/s plus implementation support.**
 - identifying Strategic Goals and the need for improvement
 - the development of a cascade of Key Performance Indicators through the organisation
 - identifying the one vital KPI and critical core process for improvement.
- **Effective Appraisal and Performance Review - 1 day w/s.**
 - appraisal techniques
 - preparing the links with Key Performance Indicators
 - interview and review activities
 - practise appraisals.
- **Continuous Improvement Regeneration - 1 day w/s.**
 - what to do if your improvement efforts run out of steam
 - understanding the approach used to date and improvement stagnation
 - management mindset and influencing people's efforts
 - developing a regeneration strategy.
- **Applied Measurement - 1 day w/s.**
 - critical business performance factors, business goals and targets
 - core process and departmental measurement
 - cascade of measurement techniques.
- **Self Assessment - using the European Business Excellence Model – 2 or 3 day w/s plus implementation support.**
 - the model and its criteria
 - self-assessment, scoring and variation
 - managing the self-assessment process and adapting it to the business needs.

- **Task Force Development - 1 day w/s.**
 - cross-functional improvement teams
 - identifying the candidate improvement subjects
 - targeting the Price Of Non-Conformance (PONC) reduction
 - prioritising the options, resourcing the teams, plans for action.

- **Total Quality Marketing - 1 day w/s.**
 - Continuous Improvement in Sales and Marketing
 - developing the customer relationship
 - targeting the missed revenue opportunities.

- **Supplier Development - 1 day w/s.**
 - Continuous Improvement in Purchasing
 - supplier quality development
 - long-term relationship building.

- **Developing the Role of the Quality Manager - 1 day w/s**
 - organisation-wide role
 - company accreditation's, long-term supplier relationships
 - customer focus, a role in building the business.

- **Implementation Support Workshops - days as required.**
 - education planning for facilitators
 - problem resolution and support for facilitators
 - co-ordinating company-wide results and measurement of benefits
 - ensuring communication, recognition and forward planning actions
 - maintains top management commitment and involvement.

- **Embedding Continuous Improvement into the Organisation - 1 day w/s.**
 - review of progress to date
 - management style and actions
 - continuous development of culture
 - customer focus and feedback
 - measurement and recognition of results
 - action plan for the next year.

- **Quality Applications - 3 days w/s.**
 - taking teams through process improvement
 - critical processes - documenting them
 - simplifying the processes
 - measures, data gathering, SPC
 - action planning.

- **Customer Service Development - 2 day w/s and surveys.**
 - contact with customer
 - the use of service performance factors
 - establishing what matters to the customer
 - customer assessment of performance
 - problem solving, negotiation, attitudes.

- **High Performance Workteams - 3 day w/s.**
 - communications, business vision, objectives
 - empowerment, relationships, action planning & follow up.
- **Advanced HR techniques - using an Associate Consultant.**
 - Appraisal/counselling techniques, psychometric testing.

We will provide you with an integrated strategy, structured from these powerful packages and focused to meet your specific organisational needs.

To ensure that your business benefits from this support, please contact:

Bill Harris

Partner - Harris Associates

Winchester House

Whitehouse Road

Porchfield, Isle of Wight, PO30 4LJ

www.harris-associates-uk.com email: info@harris-associates-uk.com tel/fax: +44 (0) 1983 521345

HA/Outline/July 2002