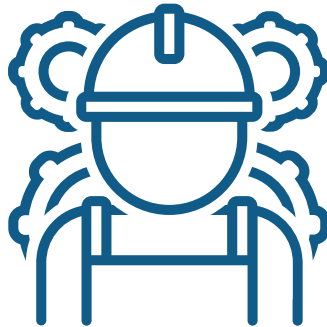


# Operations Management



In this process, we are seeking to understand the internal operations of the business, how this business functions, what works and what doesn't and potentially what areas of the business need to be fixed up in order to improve efficiencies and reduce cost.

Through this process review, we will identify where there are issues, constraints, and opportunities to change and introduce new work practices where appropriate.

We will look at what systems are in place, their effectiveness and how they integrate with the rest of the business. We will look to streamline how work is performed, managed and measured to ultimately improve the operation.

Discuss a gap analysis and SWOT analysis approach to see where the priorities are and understand the workforce issues with changes. (See separate gap assessment sheet)

## SCENARIO

Let's imagine you and your major competitor and you want to take this business out of the market and in order to do this, you need to develop a strong plan to take them out or buy them.

- What do you look at?
- What do they do and how can we do that better and offer more? What is going to impress their clients when we take them over?
- What are they not good at and how can we put an emphasis on that to show we care and we are better?
- Is there something we can do that they can't and gain an advantage? Is there something they have completely missed that we can offer?
- What do we need to be mindful of if they get wind of what we are doing and how they might respond?

