

# Operational Improvement

All companies thrive on being profitable. To this end, the need for operational efficiency is critical to the success of a company.

An efficient and productive workforce forms the basis of any business operation and hence, the essence to attaining success in business.

At RSM Profit Improvement, we assist clients unlock this potential with our unique Profit Improvement program to achieve higher productivity and profitability. We work at the operational level to realize your expectations and achieve the objectives.

## Need for Operational Improvement

All companies must strive for optimum efficiency and productivity to stay competitive and for some, simply to stay in business. As we are faced with an ever growing competition base, we must innovate our products/ services and remain efficient with our business processes. The staff plays an integral part in the success of the business and as such, must be adequately trained to understand the business and harness the opportunities.

We approach each client with a specifically customized and designed program to meet client's specific expectations and requirements.

Our methodology and implementation could be adapted to a diverse range of industries and businesses. We have successfully implemented our Profit Improvement programs for manufacturing, service, retail, healthcare companies, amongst others.

The benefits of our Profit Improvement Program implementations are as follow:-

- Measurable savings
- One-On-One training during the operational phase
- Establishes effective management tools & reporting
- Self-funding program
- Improved management control system
- Implements strategic performance measurements & tracking

## The three phases of implementation

- Analysis(understanding of business environment, identify key issues and present improvement opportunities)
- Operations(establish management tools and measure improvement of profit initiatives)
- Perpetuation(continuing the profit initiatives through mentoring, coaching and monitoring the extent of improvement)

## RSM RKT Group Strength In Numbers

30,000 professionals • 730 office • 73 countries

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## Profit Improvement Program

Incorporating expertise in various areas of business, such as operations research, business management techniques, management engineering methodologies and financial management controls, we embark on programs to assist clients improve the efficiency and productivity of their businesses, hence, increasing the profitability.

Some examples of our recent project work include:

- City hotel requested us to improve its bottom line profits. We looked into various aspects of the hotel operations and implemented a PIP program in line with management objectives. Within couple of months of system installation, there was significant increase in average room rate and corporate sector clientele. Branding was an integral part of the Profit Improvement Program.
- Medical centre operated by a public-listed group suffered periodic cash flow crunches. An analysis reveals lack of customer service and inventory management of medical supplies & pharmaceutical products. The implemented systems and training of staff had improved the performance of this medical centre and service quality to the patients.
- Poultry farm had not been profitable and contemplating the sale of its business operations. Our analysis revealed severe mortality rates of birds and high % of culled eggs. Cost control, timely reporting, change management and accountability were the key issues addressed for the overall business. As a result of our PIP controls implemented, there was significant impact on their profitability and cash flow for the financial year.
- Implemented an operational efficiency program for a plastic bag manufacturing plant in Johor Bahru to enhance its competitiveness in the market place. We implemented work process controls and methods changes at the shop floor level. Motivated staff embraces the change and as a result, company sales orders increased due to better product quality and confidence.
- Appointed to assist a public-listed security seal manufacturing company to turn around both of its manufacturing facilities in Malaysia and Thailand. The analysis revealed a lack of adherence to benchmark quality controls and process flow engineering. Within a couple of months of commencement, the PIP program improved the throughput and production volume, hence, increased the production capacity of the facilities
- Mushroom farm appointed us to improve the efficiency of its farming process flow and management controls. The farm was not operating at the required standard expected. We looked into the various processes and implemented practical follow-up controls to ensure optimal yield of the various mushroom cultivations. Operating costs were reduced and the farm was able to improve its bottom-line profitability.
- Completed a program for Royal Selangor Pewter in the area of operational efficiency, method changes and productivity implementations. We worked with the management and all levels of the organization at the operational level during the project phase. In order to ensure continuity of the improvement plan, our team established Standard Operating procedures and compiled Operations manuals for management and supervision to perpetuate the PIP system.
- Appointed to work in the interim capacity of a General Manager for a large printing/ advertising and multimedia firm. Our task for this PIP project is to execute all daily plans, assignments and coordinate with the CEO. Our team has to implement follow-up controls and reporting formats to ensure the company operates efficiently and the staff works at optimum productivity level. We work with all levels in the organization, including the Sales & Marketing team to improve its sales performance and management control system.