

# BASKIN CLARKE CONSULTING

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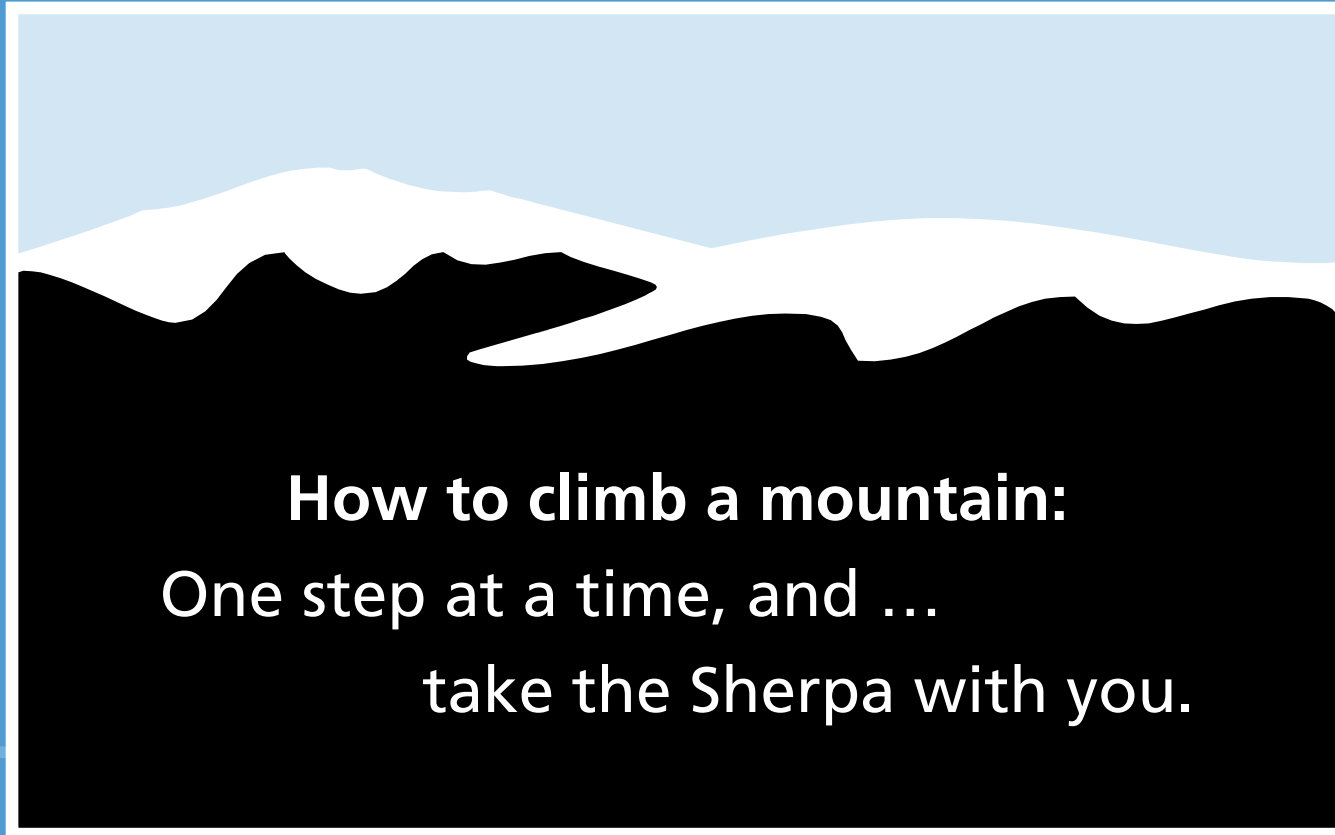


We apply our knowledge, skills and experience to assist our clients to achieve measurable improvements in performance – in line with their own goals.



# BASKIN CLARKE CONSULTING

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**How to climb a mountain:**  
One step at a time, and ...  
take the Sherpa with you.

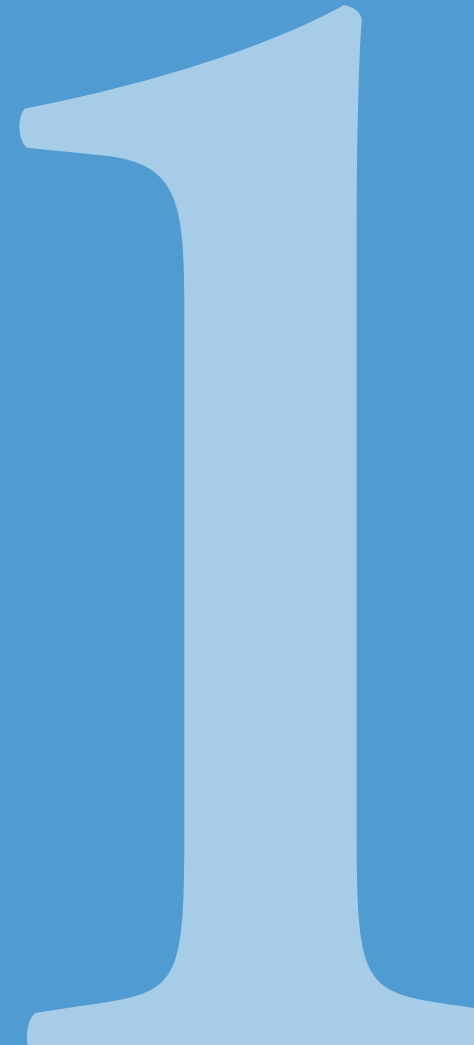
# A Five Stage Process

1. Strategic Planning
2. Identifying the “centres of gravity”
3. Develop improvement strategies
4. Implement the changes
5. Monitoring and mentoring



# Stage 1

## Strategic Planning



# Strategic Planning

A central, integrated  
**externally orientated**  
concept of how we will achieve our  
objectives.\*

Facilitative

Participative

\* Hambrick, D.C. & Fredrickson, J.W. (2001) "Are you sure you have a strategy?"  
Academy of Management Executives

# Strategic Planning



- + Know where you're going.
- + Set the course.
- + Do the right thing.

# Stage 2

Identify the  
Centres of Gravity



# The Effectiveness Driver Groups

Strategic  
Intent

Culture and  
Behaviour

Business  
Processes



# Group 1 – Strategic Intent



- + The organisation's purpose and vision
- + Strategy
- + Business plan and objectives
- + Strategic initiatives and resource allocation

# Group 2 – Culture and Behaviour



Culture and  
Behaviour

- + Management Style and behaviour
- + Core Values
- + Workplace Dynamics
- + Teamwork and cooperation
- + Communication
- + Development, empowerment and training
- + Sense of purpose, confidence and ability
- + Attitude to external business contacts

# Group 3 – Business Processes




- + Coordinating mechanisms
- + Inter-functional Information transfer
- + External business partners and systems
- + Procedural Steps
- + Reporting and performance measurement
- + Information and communication equipment
- + Systems software and documents

# Sample Survey Screen

Q. 1	The Organisation has a set of Core Values and Behaviours	<input type="text"/>
Q. 2	People are able to achieve strong professional growth in this Organisation	<input type="text"/>
Q. 3	This Organisation treats time as a scarce resource, and manages it carefully	<input type="text"/>
Q. 4	Our decision-making meetings are necessary and productive	<input type="text"/>
Q. 5	Our IT hardware properly supports employees' job needs	<input type="text"/>
Q. 6	From my perspective, our accounting and business procedures are unnecessarily complicated	<input type="text"/>
Q. 7	The Organisation's Purpose has been defined and communicated to all stakeholders	<input type="text"/>
Q. 8	We use financial results as our only measure of progress	<input type="text"/>

Example

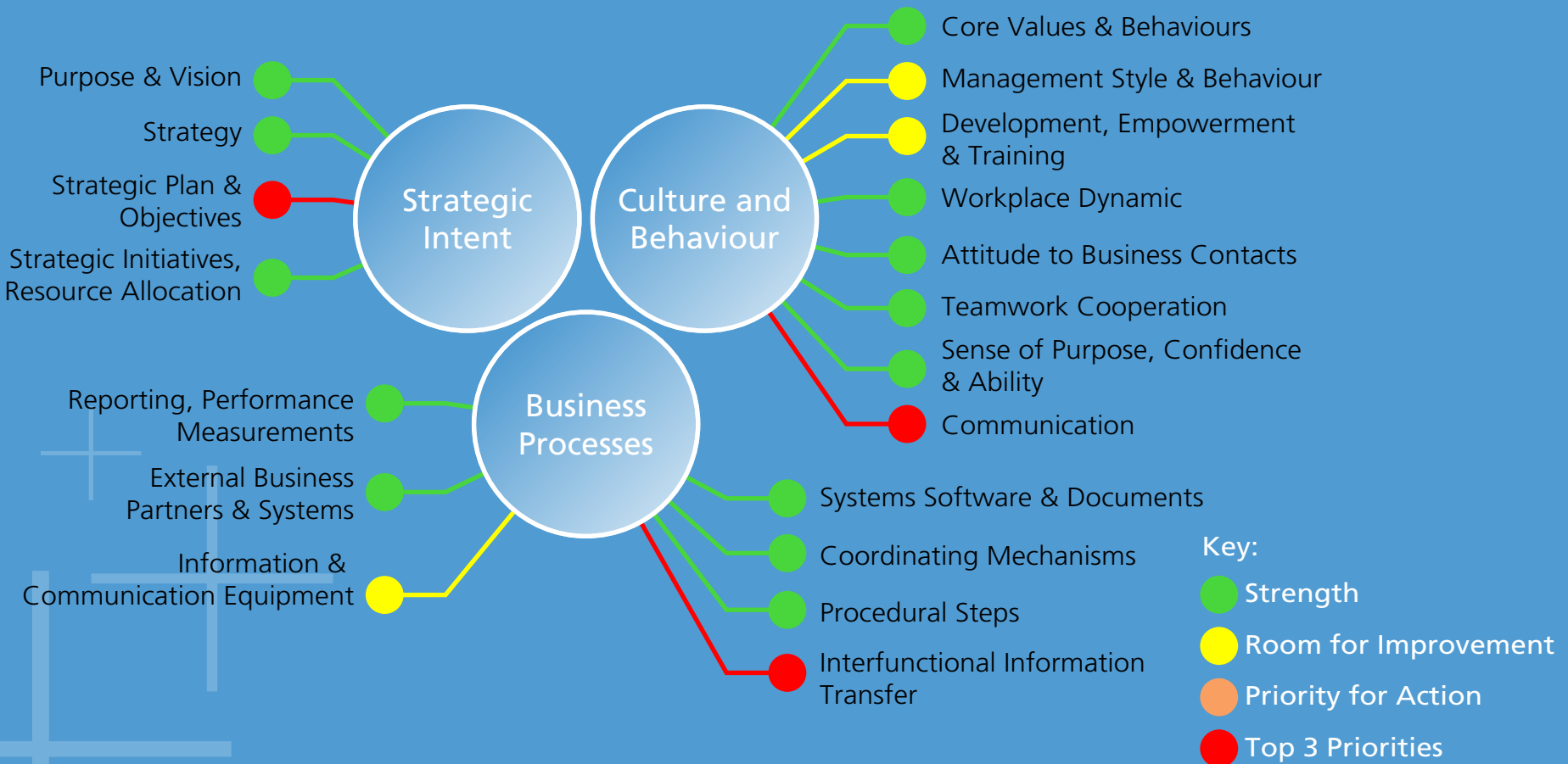


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- Written down
- Yes, but not written
- Possibly has
- Not that I know of

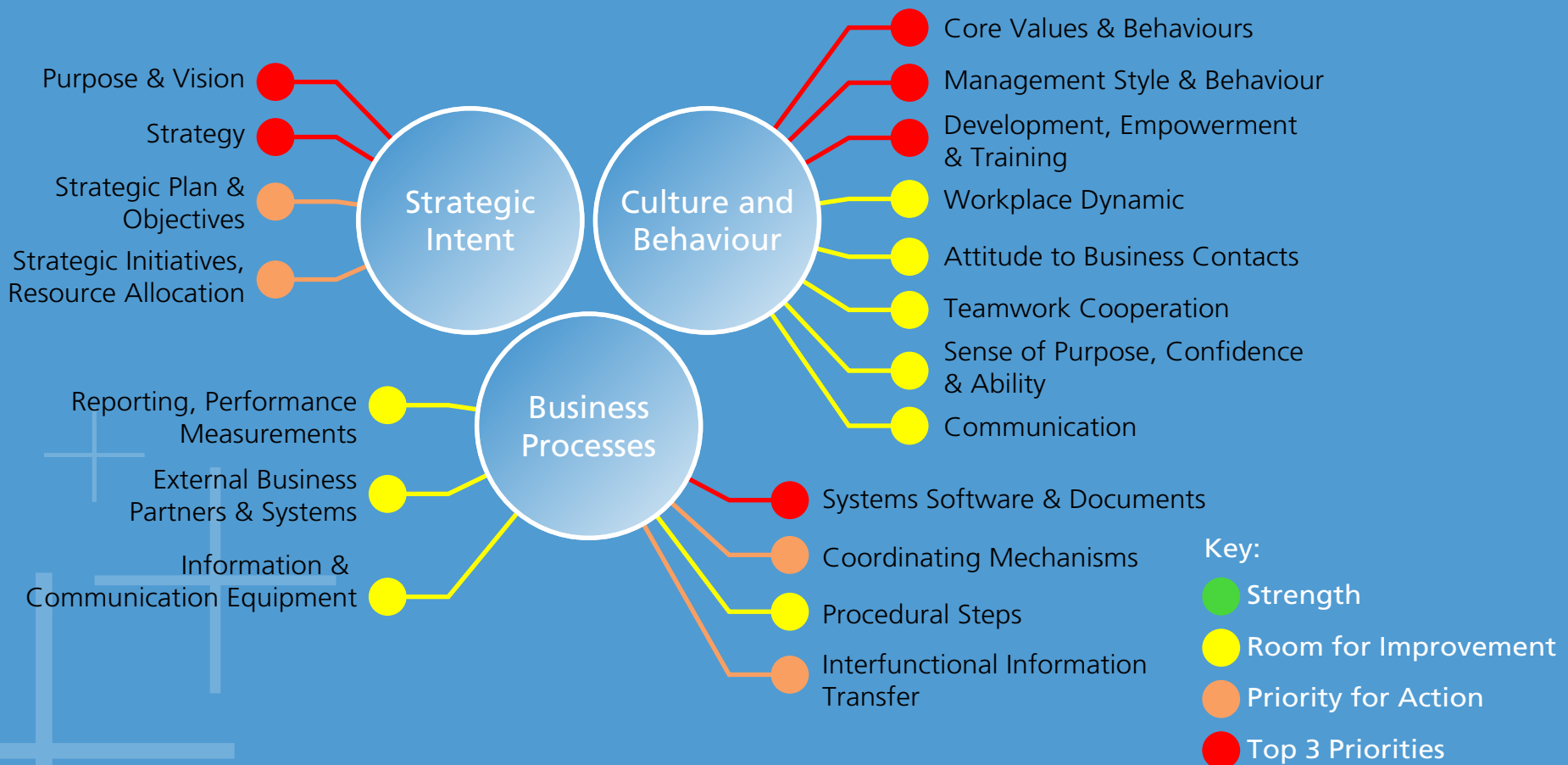
# Survey Findings – Example 1

## Current Organisational Effectiveness



# Survey Findings – Example 2

## Current Organisational Effectiveness



# Stage 3

Develop Improvement  
Strategies



# Develop Improvement Strategies

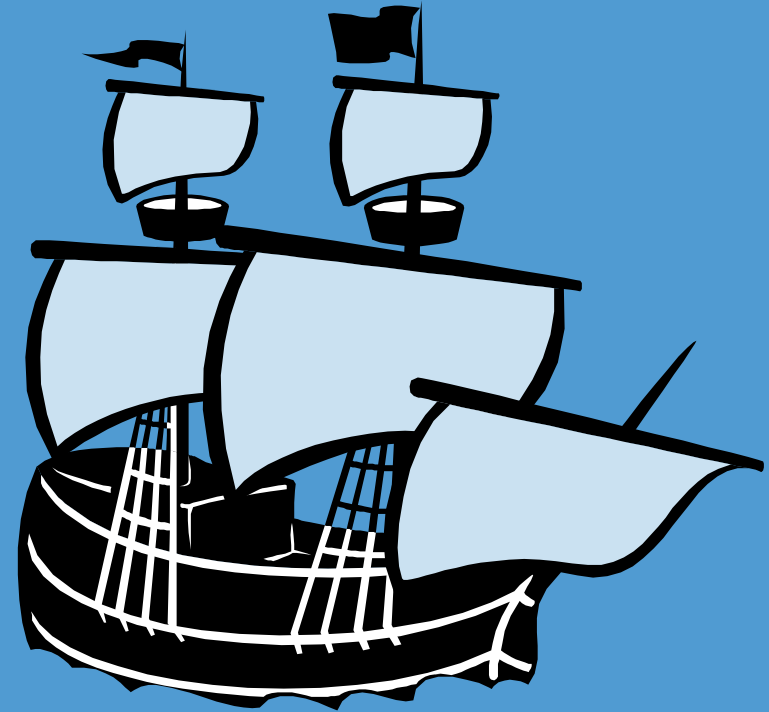
- + Address weaknesses in those drivers identified as most important for team success.
- + Remedial actions – Identify causes, develop and execute remedial actions.





# Develop Improvement Strategies

- + Efficiency
- + Doing things right



# Why Exonet 6?

- + The future has arrived – e-business is a reality
- + Technically superior to competitors
- + SQL database
- + Many integrated features which are add-ons in other systems, e.g. multi-currency, contacts database = value for money

The logo for Exonet, featuring the word "exonet" in a lowercase, sans-serif font. The letters "exon" are white and set against a blue rectangular background, while the letters "et" are blue and set against a white rectangular background. The entire logo is enclosed in a thin white border.

exonet

# Why Exonet 6?

- + Affordable to our end of the market
- + Deals with more than just accounting issues
- + Move clients from accounting to management PLUS accounting
- + Powerful customised reporting
- + Allows us to monitor the company heartbeat

The logo for Exonet, featuring the word "exonet" in a lowercase, sans-serif font. The letters "exon" are white and set against a dark blue rectangular background, while the letters "et" are dark blue and set against a white rectangular background. The entire logo is enclosed in a thin white border.

exonet

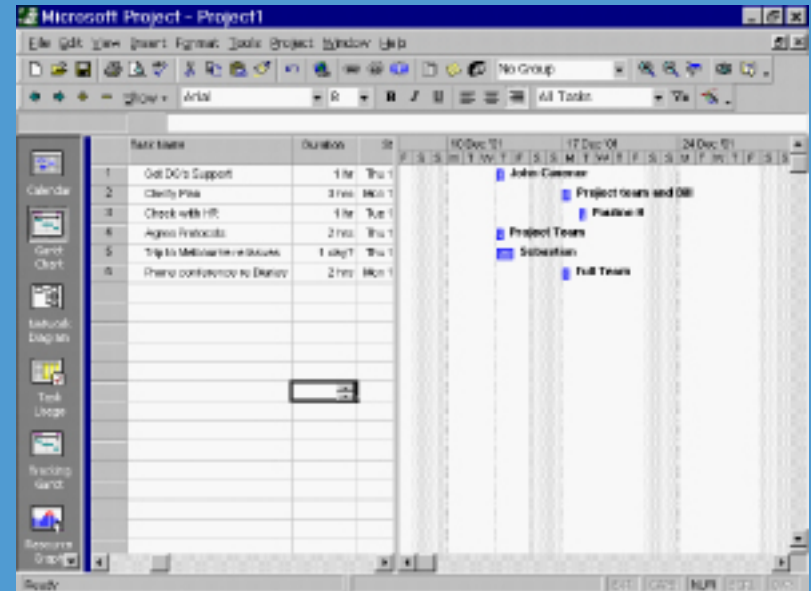
# Stage 4

Implement the  
Changes



# Implementing the Changes

- + Actions agreed.
- + Project teams formed.
- + Project Management protocols established.
- + Points of contact defined.



# Stage 5

## Mentoring and Monitoring



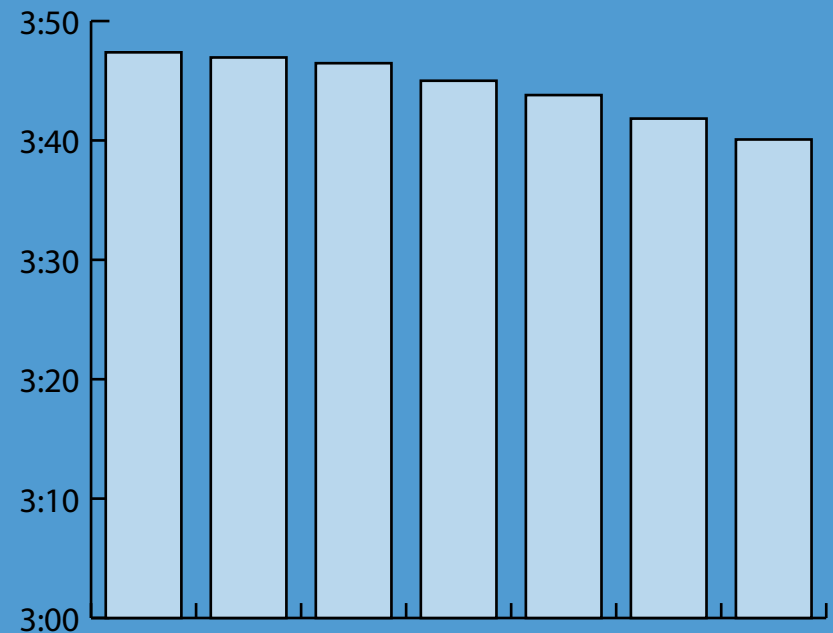
# Monthly Management Review



- + Measure to Manage
- + Reward
- + Improve
- + Continuous Cycle

# Measure to Motivate, Measure to Manage

March 1988: 3:47.38  
Sept 1998: 3:46.95  
April 1992: 3:46.47  
July 1992: 3:45.00  
Sept 1994: 3:43.80  
Aug 1999: 3:41.83  
July 2002: **3:40.08**



(Ian Thorpe AUS  
– Manchester, GBR)



# Why Baskin Clarke?

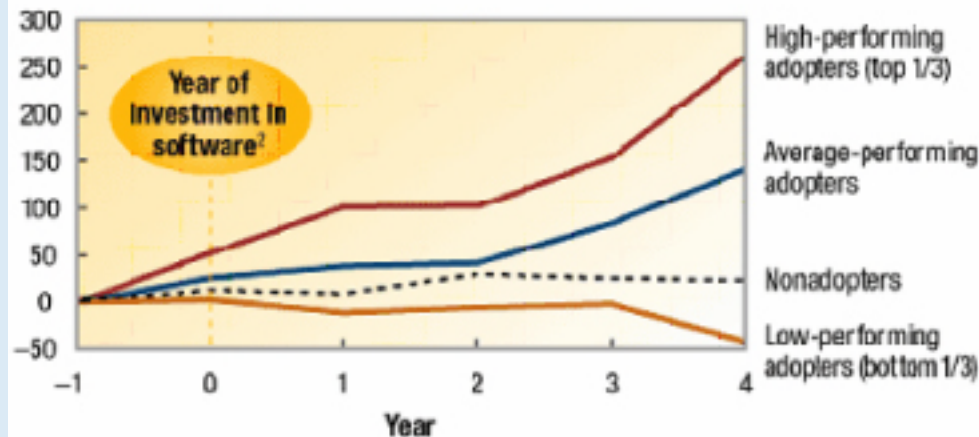
- + Business partner model allows team to solve problems identified
- + Configuring for the future
- + Project management integrated – better management of change in the organisation
- + Provision of a “complete package” to clients – often with DSRD subsidies.

# The McKinsey Quarterly, 2003

Kishore Kanakamedala, Glenn Ramsdell, and Vats Srivatsan

## Supply chain software is not a silver bullet

Change in inventory turns,<sup>1</sup> percent



<sup>1</sup>For 62 high-tech companies in Fortune 1000 (exhibit excludes 1 outlier) over the period 1995–2001; 22 invested in supply-chain-management (SCM) software at various times during period; inventory-turns analysis begins in 1995 for nonadopters.

<sup>2</sup>For those who adopted SCM software.

# BASKIN CLARKE CONSULTING

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Alternatively, use the email form available on the Contact Us page of our website. Additional contact information can also be found there.