



Advisor.

Building people, products and markets.



Operating Model

EXAMPLE PORTFOLIO



Operating Model.

1 HOW I CAN HELP YOU

Reason for change.

2 HOW I CAN HELP YOU

Real-world implication in language relevant to culture.

Influences for change.

- 1 We are over-reliant on [X] and must drive focus in [Y].
- 2 The [X] model has changed. We must be 'there' beyond the sale.
- 3 We have service gaps. We must be prepared for heightened competition.
- 4 Our customers believe we can do better in [X] and we must adapt.

Implications for our future organization.

3 Clear Swimming Lanes.

Clear roles deliver clear value to customers.

2 Play to each persons strength.

We are owners that take responsibility for our customers.

1 Team before Customer.

Our customers are served best by working together.

4 No one gets left behind.

We do work that unleash our full potential and contribution.

4 Challenge with Respect.

With role clarity and purpose, we speak the truth, be ourselves.



3

HOW I CAN HELP YOU

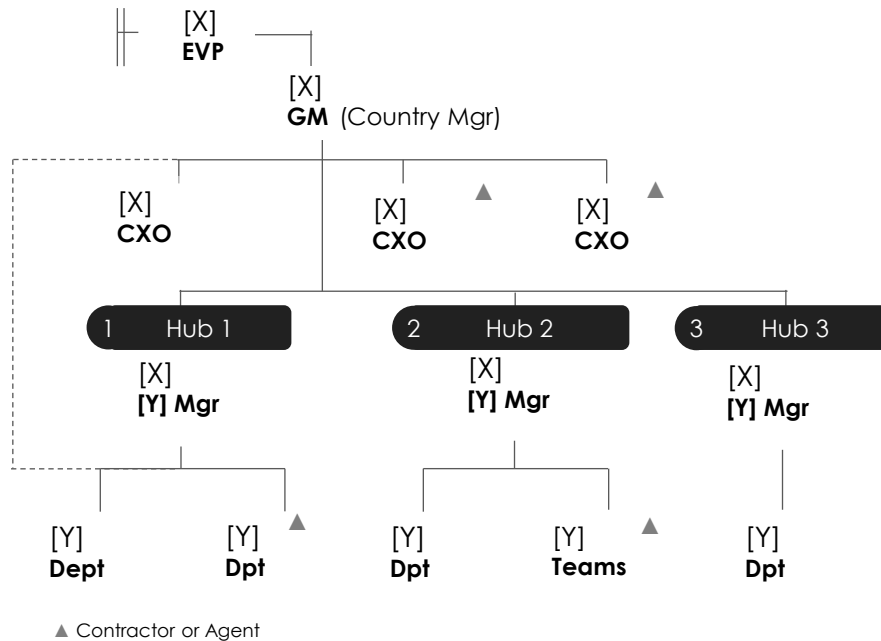
Clear roles and responsibilities.

Operating Model.

Strategy

- 1 Become a fully fledged sales operation, with each person either selling or directly supporting sales.
- 2 Reduce non-strategic areas of [Y] and build capability in quality control and vendor management
- 3 Organise ourselves around each stage of the customers journey (i.e., three hubs) from [X], [Y], [Z].

Structure



1

Achievement 1

Drive customer focus by organising around three hubs that mirror our customer's journey.

2

Achievement 2

Each person either directly customer facing or directly supporting sales.

3

Achievement 3

Dispersion of centralized responsibilities quickening ability to respond to our customers.

4

Achievement 4

Move from a [Y] model to [Z], focused on valuable interactions.



Operating Model.

4

HOW I CAN HELP YOU

Change impact, consideration to legal and comp.

External Legal advice triggered if

1. Staff decide to leave before end of process.

Weekly check-in for each activity.

2. Staff do not believe adequately trained.

Clear plan for support, training and development.

3. Redistribution of work is incorrect.

Ongoing review roles every 3 months to redistribute.

4. People not adequately incentivised by bonus or commission.

Critical that design is adequate up-front.

5. Role in inadvertently classified redundant.

'Redundancy' will/can trigger new process.

In discussions with legal advice the following will be required.

1. Calculation of individual compensation and benefits.

Actual staff benefits include vehicles, subsidies, overtime, annual leave deferral.

2. Calculation of full redundancy cost of those most effected.

Should an employee not accept their new role, redundancy could in advertently be triggered.

3. Assessment of current and proposed job description and consequence for employment contracts.

Write-up of job descriptions and new employment contracts.

4. Planned workflow involving 'consultations.

Prescribed checklist for staff consultation post announcement.

5. Review of communications and key words that may trigger action.

Review of key words and workflows that may inadvertently support workers claims if taken.