

Eliminate Waste – Reduce Costs Perform a Business Tune-up

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Actions already taken

- ▶ Attempted to increase sales
 - Focused efforts on servicing best customers
 - Targeted best-qualified prospects
- ▶ Reduced expenses
 - Cut staff and salaries
 - Lowered budgets
 - Found cheaper suppliers
 - Tightened management of overhead

Actions that can be taken

- ▶ Ask for user suggestions to improve performance
 - maybe offer a reward to the best idea(s)
- ▶ Politely observe user activities and identify those which waste time or effort
- ▶ Train or re-train users on the most effective ways to interface with their computer applications
- ▶ Automate repetitive manual tasks
- ▶ Automate required interfaces between disparate applications

Ask for user suggestions ...

- ▶ What do the workers think can be done to reduce wasted efforts – ask for their opinions
- ▶ Suggest that implementing some of the best ideas could reduce their workload and stress levels
- ▶ Setup an on-going system to handle suggestions
 - Maybe a monthly contest
 - Offer some reward for the best idea(s)
 - Implement the best suggestions to show you care what your employees think is best for the them and the company

Politely observe user activities ...

- ▶ Utilize the skills of the best-liked, most-observant systems-oriented people
- ▶ Identify any repetitive manual tasks that could be candidates for automation
- ▶ Identify those wasted efforts where data from one computer application is needed by another, non-communicating, application
- ▶ Ask users WHY they are doing what they are doing
- ▶ Record all details for further systems and management review

Train or re-train ...

- ▶ Don't assume that all computer users are interfacing with their applications in the most effective ways
- ▶ Setup basic classes to train or re-train users in the use of effective keyboard and mouse techniques for Windows and MS Office applications
- ▶ Setup classes to train or re-train users in the most effective ways in interfacing with their core-business applications

Automate repetitive manual tasks

- ▶ Utilize the expertise of a systems-programmer with knowledge of a Windows scripting language, to automate regularly executed repetitive tasks
- ▶ Prepare systems and user documentation
- ▶ Train users on these new procedures
- ▶ Monitor and evaluate their use and effectiveness

Automate required interfaces ...

- ▶ Utilize the expertise of a systems-programmer with knowledge of a Windows scripting language, to automate any required disparate applications
- ▶ Prepare systems and user documentation
- ▶ Train users on these new procedures
- ▶ Monitor and evaluate their use and effectiveness

Summary

- ▶ Spending time on reducing waste is a win-win for employees and management alike
- ▶ Asking for suggestions and taking action on those best suggestions, shows that the company cares what their employees think
- ▶ These small projects often are the least considered and often offer the best ROI

The end



Eliminate Waste - Reduce Costs
Perform a Business Tune-up