

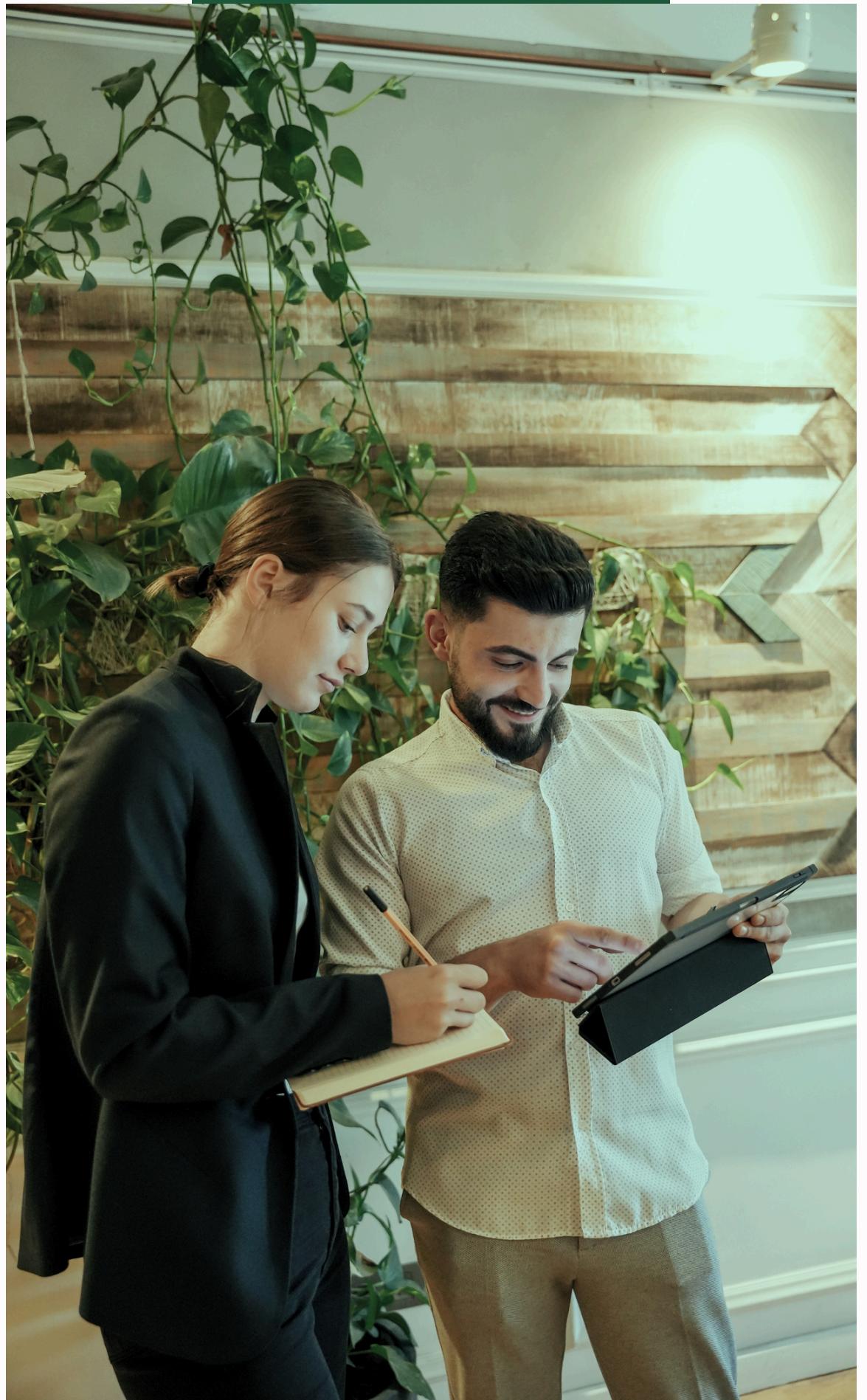


Dynamic  
Solutions

MISS Group Project

# CLIENT PITCH

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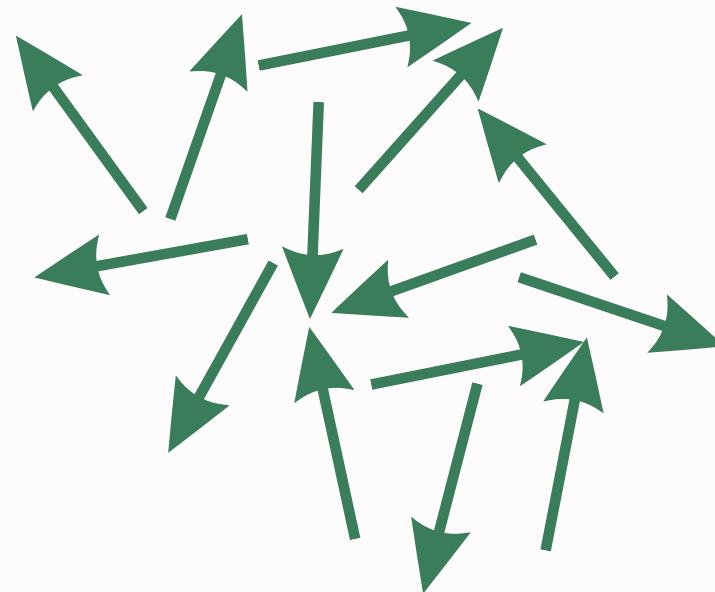
# Micro Level



## Employee Perspective

- Work is being done.
- Progress is being made.
- Objectives are being complete albeit taking some time.

# Macro Level



## Company Perspective

- Progress is erratic, negligible even
- Lot of waste in terms of processes.
- Quality has dropped as compared to before.
- Value being created is low.

# Our Goal

We aim to take you from your current position to the most efficient you can be.

## Input

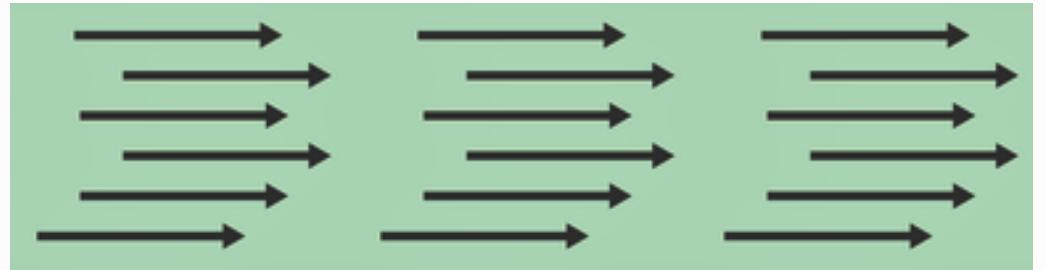


Turbulent

## Process

- 
- Streamline Technologies.
  - Prioritise value.
  - Cut out waste.
  - Improve information management.

## Output



Laminar

# Blueprint Overview

01



Implement POTi

Stakeholders engagement



02

03



Risk management

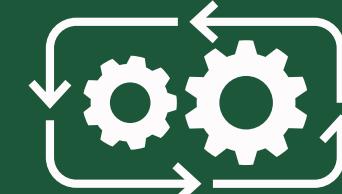
Business justification



04

# Applying the POTI Model

To what extent does our approach affect each component of the corporation.



Process



Organisation  
(People)



Technology



Information

# Issues

- No design process or testing procedures.
- Quality control problems and lack of Total Quality Management (TQM).
- Inefficient processes and inadequately trained staff.



# Process

# Our Solution

## For the Design and Testing Processes:

- Standardised design & testing processes
- ISO 9001 conformance

## For Total Quality Management (TQM):

- Introduction of TQM practices
- Comprehensive training programs

## For Efficient Training Programs:

- Regular training sessions
- Use e-learning platforms

# Issues

- No organisational structure
- Branches operate independently without centralisation
- Lack of committed leadership
- Resistance to change from employees



## Organisation (People)

# Our Solution

### Establish Organisational Structure:

- Define clear roles and responsibilities
- Implement a hierarchical structure

### Leadership and Change Management:

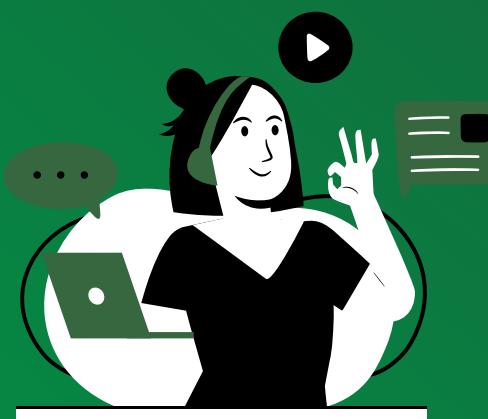
- Change in management strategy
- Leadership development program

### Centralisation of Operations:

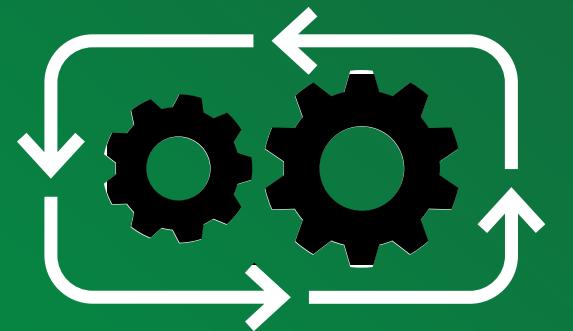
- Centralise key operations
- Management info systems (MIS)

# Training and Development

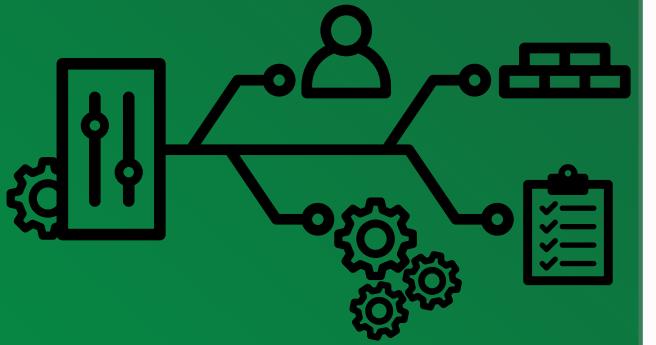
Employee  
Upskilling  
Program



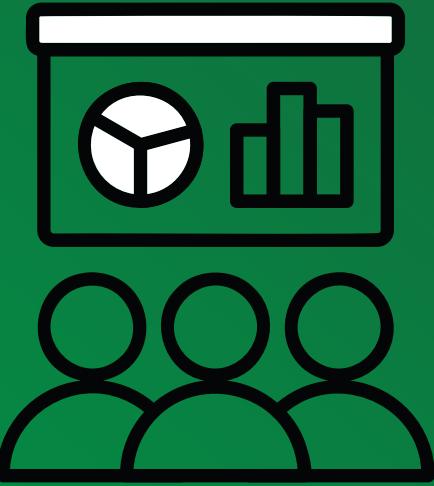
Develop and  
adhere SOPs



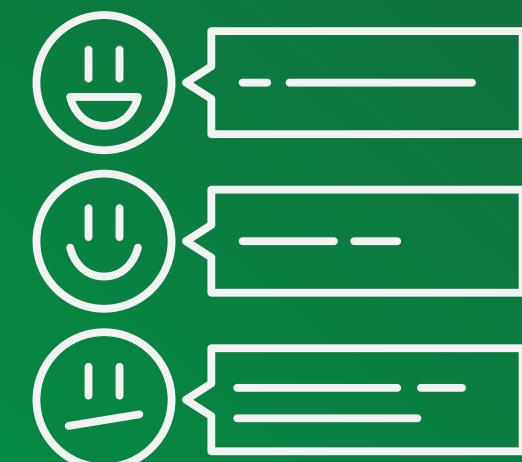
Create training  
materials



Conduct regular  
workshops



Collect post-  
training feedback



# Issues

- No technical experts
- Owner lacks knowledge about IT infrastructure



## Technology

# Our Solution

### Technical Expertise and Infrastructure:

- Hire/train technical experts
- Conduct an IT audit

### Centralised IT System:

- Enterprise Resource Planning (ERP)
- Use Cloud-Based Solutions

# IT Infrastructure and Information Flow

## Standardised Cloud Storage

- Accessible
- Secure
- Standardised file formats

## ERP

- Operational efficiency
- Real-time stock visibility

## Collaborative Message Board

- Real-time communication
- Task delegation

## Customer Relationship Management

- Manage complaints
- collect feedback

## Information Base

- User manuals
- FAQs

# Issues

- No standard structure for storing documents and info
- Loss of documents including design and process records
- Lack of information flow process



## Information

# Our Solution

### Std Document Management System:

- E-Document Management System (EDMS)
- Version Control System

### Improved Information Flow:

- Business Process Management (BPM)
- Centralised database (across all branches)

# Information (POTi Model - centralising operation)

Evaluation  
and  
planning

Data base  
design and  
setup

Data  
integration  
and  
migration

Realtime  
data access  
and updates

Security  
access  
and control

Testing  
and  
validation

Development  
and  
training

Fully  
3rd-party  
solutions

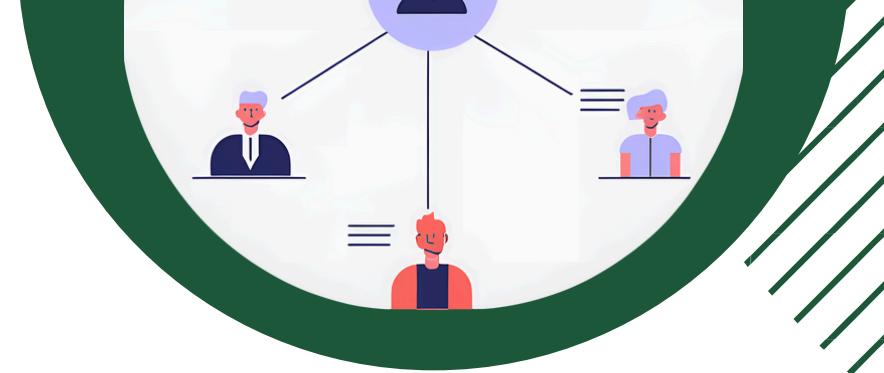
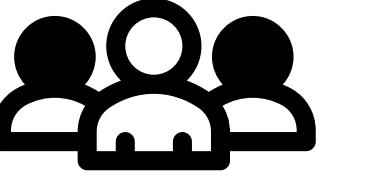
VS

Hybrid  
Solutions

VS

Fully  
proprietary  
solutions

# Stakeholders

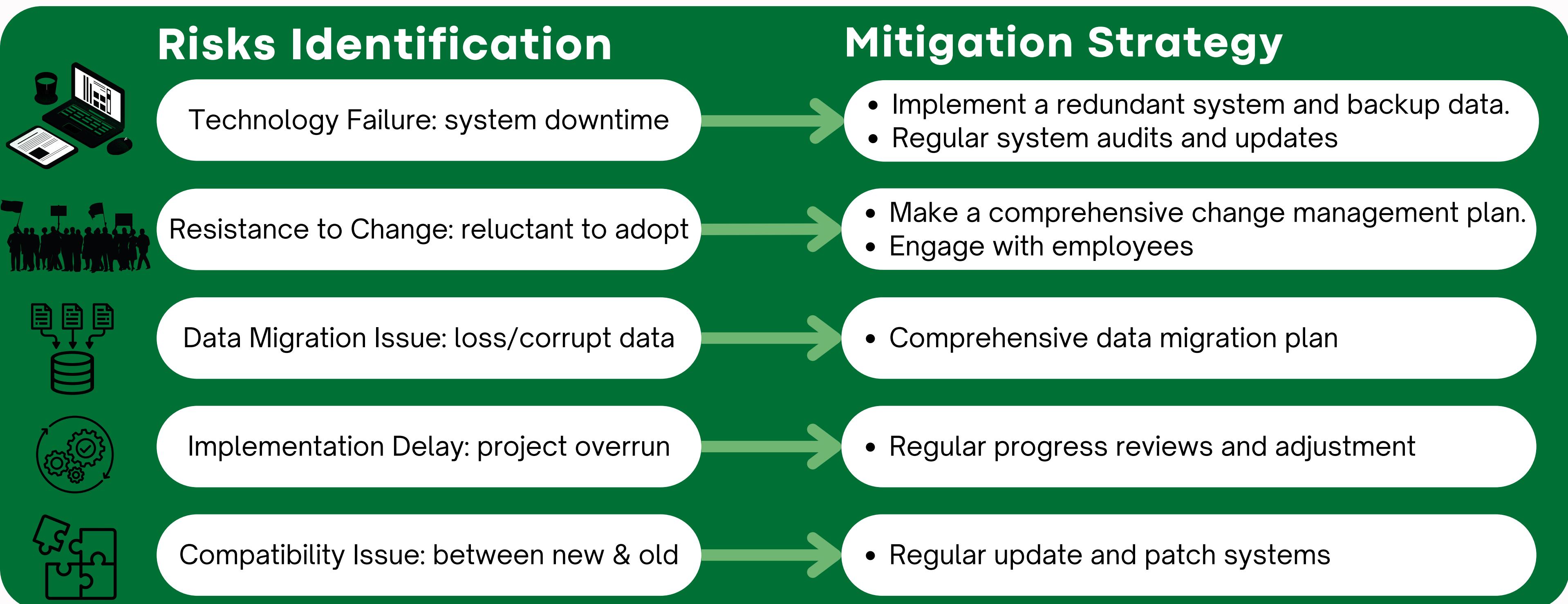


Stakeholder Name	Internal Stakeholder	External Stakeholder	Priority Stakeholder
Senior Management	✓	✗	✓
Middle Management	✓	✗	✓
Employees	✓	✗	✓
IT Department	✓	✗	✓
Customers	✗	✓	✓
Suppliers	✗	✓	✓
Quality Assurance Team	✓	✗	✓
Regulatory Bodies	✗	✓	✓

# STAKEHOLDER COMMUNICATION PLAN

Stakeholder	Method(s)	Frequency	Purpose
Senior Management	Monthly executive meetings, progress reports	Monthly	Keep informed on project status, address high-level issues, make strategic decisions
Middle Management	Bi-weekly update meetings, implementation guides	Bi-weekly	Ensure clear understanding of new processes, address operational challenges, receive feedback
Employees	Weekly team meetings, newsletters, training workshops, feedback surveys	Weekly	Communicate changes, provide training, gather feedback, ensure smooth transition
IT Department	Daily stand-up meetings, helpdesk support, technical documentation	Daily (during implementation)	Coordinate technical tasks, address issues promptly, ensure system reliability
Customers	Regular email updates, customer service hotline, satisfaction surveys	Quarterly updates	Inform about improvements, gather feedback, ensure customer satisfaction
Suppliers	Monthly coordination meetings, new process guidelines, shared inventory management system	Monthly	Ensure smooth adaptation to new ordering processes, maintain supply chain efficiency
Quality Assurance Team	Weekly quality review meetings, process documentation, compliance checklists	Weekly	Ensure all processes meet quality standards, address any compliance issues
Regulatory Bodies	Regular compliance reports, audit meetings, certification submissions	As required	Maintain regulatory compliance, ensure all certifications are up to date

# Risk Management



# Project Timeline





# Business Justification

(Why us?)

- Addressing Operational Inefficiencies
- Enhancing Quality and Compliance:
- Streamlining Organizational Structure
- Leveraging Technology for Growth
- Improving Information Management
- Facilitating Change Management
- Risk Mitigation
- Engaging Stakeholders



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# THANK YOU

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