

HR COACH AUSTRALASIA

MY BUSINESS HEALTH CHECK



ACME - 12 FEB 2019

My Business Health Check

Your business has been benchmarked in the **GOLD** section of the business framework

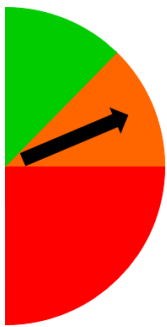


Green areas have achieved a high rating of 75% or better showing those areas of your business that perform strongly

Amber areas represent parts of your business with a rating of 67 - 74% which could require management attention in the medium term

Red areas represent results that are less than 67%. Usually, that would indicate that there are factors in your business that are high risk and need attention in three months or less.

Your Results



Strategy

The business have identified that your people are aligned to your strategy. At this performance level the focus should now be on growth and sustainability strategies. If it isn't, this should occur within a 90 day timeframe.

GROWTH AREAS

- The business is to be commended that all of the staff are always aware of, committed to and aligned with the vision, mission and values.

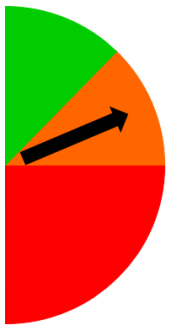
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MANAGEMENT AREAS

- Consistent and regular reporting, at least quarterly, of business performance to all employees is important.
- It is good that the business usually benchmarks itself against other similar businesses.

HIGH RISK AREAS

- The business sometimes has a business plan that has quarterly, measurable outcomes that are 'owned' by the people responsible for their outcomes
- Not having or reviewing a business plan is high risk.



Finance

With good financial tools in place the business should be focusing on Financial growth and sustainability strategies. If it isn't, this should occur within a 90 day timeframe.

GROWTH AREAS

- The business always has good cash flow and working capital management.

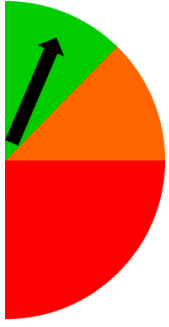
MANAGEMENT AREAS

- It is good that the business has appropriate credit check and debtor management processes in place. Debtors pay within their payment terms.

HIGH RISK AREAS

- The businesses' financial tools are sometimes developed on an annual basis, but not regularly reviewed and reported against each month. This is a risk to the business.
- Authority for expenditure is sometimes delegated to the appropriate people in the organisation and may be aligned with the budget forecast.
- The business does not have a budget for capital expenditure. This is a business risk.

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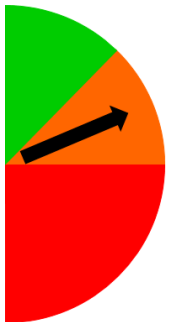


Marketing & Customers

The Marketing and Customer strategies currently pose a risk to the business. It is important that some initial strategies are implemented within a 30 day timeframe to address this.

GROWTH AREAS

- The business has a Marketing and Customer Strategy that is reviewed annually and reported on quarterly. This is what high performing organisations do.
- The businesses' sales targets are reported each month and targets are always consistently met or exceeded.
- Customer satisfaction and retention rates are usually improving. Reviewing this regularly minimises the risk to the business.
- Innovative ideas are always piloted or implemented to meet or exceed future market and customer needs.
- The businesses' market share or volumes are increasing and product margin is being maintained. This is how high performing organisations operate.



Process, Systems & Internal Business

The businesses' Processes, Systems and Internal Business aspects need to be reviewed from a risk perspective and strategies implemented within a 60 day timeframe to reduce these.

GROWTH AREAS

- Business processes are always reviewed regularly to ensure that there is no unnecessary duplication, rework or wastage. There is no wastage in the business.
- Systems are sound, meet the business and customer needs and are reviewed regularly.

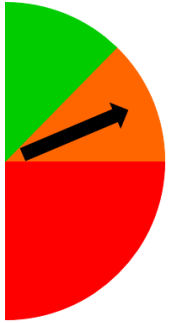
MANAGEMENT AREAS

- The businesses' Quality System is usually compliant and minimises risk.

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HIGH RISK AREAS

- A business is at risk if it only sometimes measures the quality, cycle time and costs of the clients' requests.
- The business is at risk if it does not maintain compliance with all legislation.



People

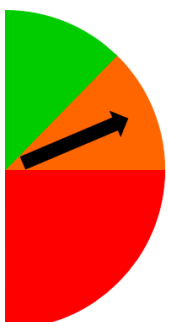
High performing organisations have their people aligned with their strategy. The business has identified that it is doing this for the People strategies and activities and should be well positioned for future growth and sustainability. If it isn't, this should occur within a 90 day timeframe.

MANAGEMENT AREAS

- The businesses' HR processes are usually effective, efficient and adding value to the business.
- HR management that is usually compliant with legislation can be a risk to business owners.
- A business that usually has effective and frequent performance management will have a well performing team.

HIGH RISK AREAS

- It is a risk that the business only sometimes measures employer and employee satisfaction annually and benchmarks it against other Australian businesses.
- Where employees only sometimes work together to improve the workplace and increase the performance and profitability of the business, there is a potential business risk.



Corporate Social Responsibility

The business is performing well and has a defined and implemented Corporate Social Responsibility strategy and associated activities. If it isn't, this should occur within a 90 day timeframe.

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MANAGEMENT AREAS

- The business has good links to the community in which it operates; with a deliberate plan on how to achieve this.
- A business is at little risk if it usually operates in an ethical, legal and commercial way that the community expects.
- The business is often recognised by the local community as a good corporate citizen.

HIGH RISK AREAS

- The business has identified that it does have a semi-formal way of showing its Corporate Social Responsibility to the community.
- The business sometimes supports and encourages employees to perform volunteer work in the community.

Other Business Areas

GROWTH AREAS

- **HR Information System** - We always use our system that can automate and systemise the hiring to firing paperwork for employees, to remove risk and ensure compliance with changing legislation.
- **Reward Recognition Program** - We have a simple reward/recognition program that is always used to ensure our managers and/or employees feel valued and appreciated.
- **Job/Market Evaluation** - We have implemented a sound job evaluation system/process, so remuneration decisions are transparent and explainable.
- **Employee Assistance** - Its great that we always have a program in place to support your employees mental health. Employee Assistance Programs (EAP counseling) can also provide many other supports in the mental health area along with other initiatives.
- **Legal Solutions** - Our termination practices are well designed, documented and always applied consistently across the board. We are confident our risk of unfair dismissal claims is minimal; none to date.
- **Emotional Intelligence** - Our managers always control their own emotions and influence the emotions of others in a positive way, ensuring better

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decisions and work outcomes.

- **Online Training/eLearning** - We always canvas a range of options, including online training/eLearning, to meet our staff training needs.
- **Leadership Analytics** - We assess leadership capabilities on a regular basis, so we know how our leaders are improving in their roles.
- **Lead Generation** - We have a comprehensive CRM system to manage our client and prospect interactions as well as our sales pipeline. We action all tasks and make outbound calls to both new and existing clients to generate business as part of a systematic process which is aligned to our marketing strategy.

MANAGEMENT AREAS

- **Outsourced Payroll** - The businesses' rostering, attendance and payroll processes provide appropriate levels of reporting to ensure 100% compliance and budget alignment. These aspects are automated and deliver efficiency, effectiveness and compliance, adding value to the business.
- **Cognitive/Job Fit Testing** - We always assess cognitive skills and job fit when recruiting new employees or transferring/promoting existing employees. This is having a positive impact on the likelihood of success, particularly as we now have benchmarks for all roles in the business.
- **Cloud Based WHS System** - We have a robust OHS compliance system.
- **Safety and Compliance** - The businesses's safety policies and procedures are always effective for the nature of operations conducted at the workplace.
- **Personality Profiling** - We use assessments with all employees to minimise conflict and improve relationships.
- **Accredited Training** - We always conduct training needs analysis and regularly obtain government subsidies to address these.

My Business Health Check

Congratulations on completing the My Business Health Check.

The following action plan can be used to address the risks highlighted in the report. Print this page multiple times to address multiple concerns.

Activity:

Detail

Outcomes expected

Who should be involved?

Resources to get the job

Timing

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sept

Oct

Nov

Dec

If you need assistance with any of the areas contained in this report please contact:

Admin

admin@gmail.com