

## BUSINESS OPERATIONS REORGANISATION

### 10 Questions You Should Ask Yourself Before Starting a Project to Reorganize Your Business Operations

Often it is imperative that the existing business processes of a company are completely rearranged or at least that selective adjustments are made. Regardless of the scope of the change, this is a process that requires great diligence since you are practically performing open-heart surgery – i.e. effecting changes while business operations are continued. If you want to ensure the correct line-up for your business process reorganization project, answer the following 10 questions:

1. Why do you want to improve your business operations? What is the immediate cause?
2. What processes exactly are you focusing on? Which processes can remain unchanged?
3. What is the exact, measurable optimization potential that you want to leverage? What time and effort does this require? Does the outcome weigh up the effort?
4. Enter your processes into an equation including the parameters “effect” and “process” (specifying “+/-“ in each case). What insights do you gain from that?
5. In what way do your customers notice the proposed improvement? Make sure to distinguish between internal and external customers.
6. In what way do your suppliers notice the proposed improvement? Consider the entire value added chain.
7. What can you do in order to set up a simple but effective process of continuous improvement so that the optimization project is not a one-off? Who will be in charge?
8. What external experts should you make sure to consult in order to avoid stewing in your own juices and starting a half-hearted optimization effort restricted by blinkers?
9. What exactly is the timeframe? Who among the management is personally responsible for the project?
10. How are you going to communicate this project and how will you make sure that the best people in your company are involved?