Rapid Operating Model Assessment

Structuring and aligning key operational components to deliver business objectives

Key Benefits

- Identifies the key areas to be addressed to improve your customer’s experience and ensure the effective delivery of your business strategy.
- Provides a clear, well-defined implementation strategy and plan to ensure the proper alignment between customer needs, business strategy and operations.
- Ensures the proper prioritisation of business transformation projects so as to generate the greatest benefit to customers and the organisation.
- Represents a first but critical step in transforming your organisation in a structured and evidence-based manner.

An organisation’s ability to realise and exceed business objectives is directly based on the efficiency of its operating model. Our Rapid Operating Model Assessment is a short, sharp, highly focused appraisal of your model, identifying how it can be improved to deliver superior customer service.

At Clarion Consulting, we recognise the importance of having your operating model aligned with your business strategy so as to ensure your business objectives are fully realised and customer expectations are met.

Rapid Operating Model Assessment is a highly focused exercise typically completed over a short period of time of between 5 and 15 days. It is specifically designed to ensure business alignment by identifying which of the key components of your model require adjustment to more cost effectively and efficiently deliver on business strategy and meet the needs of your customers.

Our Approach

Working closely with your senior management team over a pre-agreed period for a fixed cost, our experienced consultants will carry out the following key steps in order to provide you with a clear strategy and plan to improve your operating performance:

- Define the key components of your operating model including the primary value chains, structure / key functional units, roles and responsibilities, ICT and data architecture.
- Align the value chains to the key functions in your organisation and verify the KPIs (key performance indicators) and CSFs (critical success factors).
- Create a process flow perspective of business operations to define your primary SIPOCs (Suppliers, Inputs, Processes, Outputs, and Customers) and your KPIs.
- Assess and document the alignment of your operating model with your strategy, business objectives and customer experience - and identify how your operating model should be modified and improved to enhance this alignment.
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The outcome of this assessment is a road map to address the necessary changes to your operating model. This roadmap will:

- outline the overall implementation strategy to give effect to the required changes and improvements to your operating model
- define the suite of projects required to ensure the proper alignment between your operating model, customer requirements and business strategy
- define an implementation strategy and plan including the resources required and estimate of the costs involved in implementation.

This will enable you to move forward with confidence in the success of your business transformation.

Why Clarion Consulting

Clarion Consulting is a team of dedicated business professionals, each bringing a wide range of experience and expertise across a variety of industry sectors.

Our consultants have worked at many levels in a wide range of organisations from SMEs to leading, large blue chip clients.

In approaching any assignment, our objective is to partner with you in implementing real and sustainable business change.

We take responsibility for the success of this Rapid Operating Model Assessment confident in the transformation that this can bring about in your organisation – benefitting customers, employees and the organisation.

In initiating any process-based improvement programme, we believe the key to success lies in building an organisational culture, which puts customer service delivery at the heart of everything it does. The Operating Model Assessment is a very effective first step in this process.

We encourage an organisational culture with a persistent focus on continuously improving the quality of customer experience, reducing costs and increasing the speed of response to achieve competitive superiority.

In our experience, hardcoding this culture of process excellence into any organisation’s DNA involves the development and nurturing of several, key operational characteristics such as leadership, the integration of change, achieving buy-in from all levels within the organisation and the ability to measure results.

Clarion Consulting is a business and information technology consultancy specialising in program and project management, IT and business consulting, process excellence and resourcing.

With offices in Ireland and the UK, Clarion Consulting helps blue chip organisations and public sector bodies to improve organisational agility and build sustainable competitive advantage. Its portfolio of consulting services focuses on creating organisational agility through information technology, human resource development and best practice approaches to project management and process excellence.

For more information, visit us at www.clarionconsulting.com