

Business Operational Risk Management

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Business Operations Summary



Slide
Team

Some general business operations parameters to determine performance have been added in this slide which can be altered based on your requirement



73

Labor Utilization Rate

Ratio of billable hours to actual working hours



51

Total Customer Complaint



9

Rework Rate
on the Job



1

Average number of orders per Customer



80

Customer Retention Rate



6/1

Customer Satisfaction Score



24

Net Operating Margin



73

Productivity

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Operational Highlights – FY18

Highlight 1

You can mention any significant developments that happened during this period.

Highlight 3

You can mention any significant developments that happened during this period.

Q1

Q2

Q3

Q4

You can mention any significant developments that happened during this period.

Highlight 2

You can mention any significant developments that happened during this period.

Highlight 4

Milestones Achieved *(Option 1 of 2)*

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2017



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2018



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2019



2020



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2021



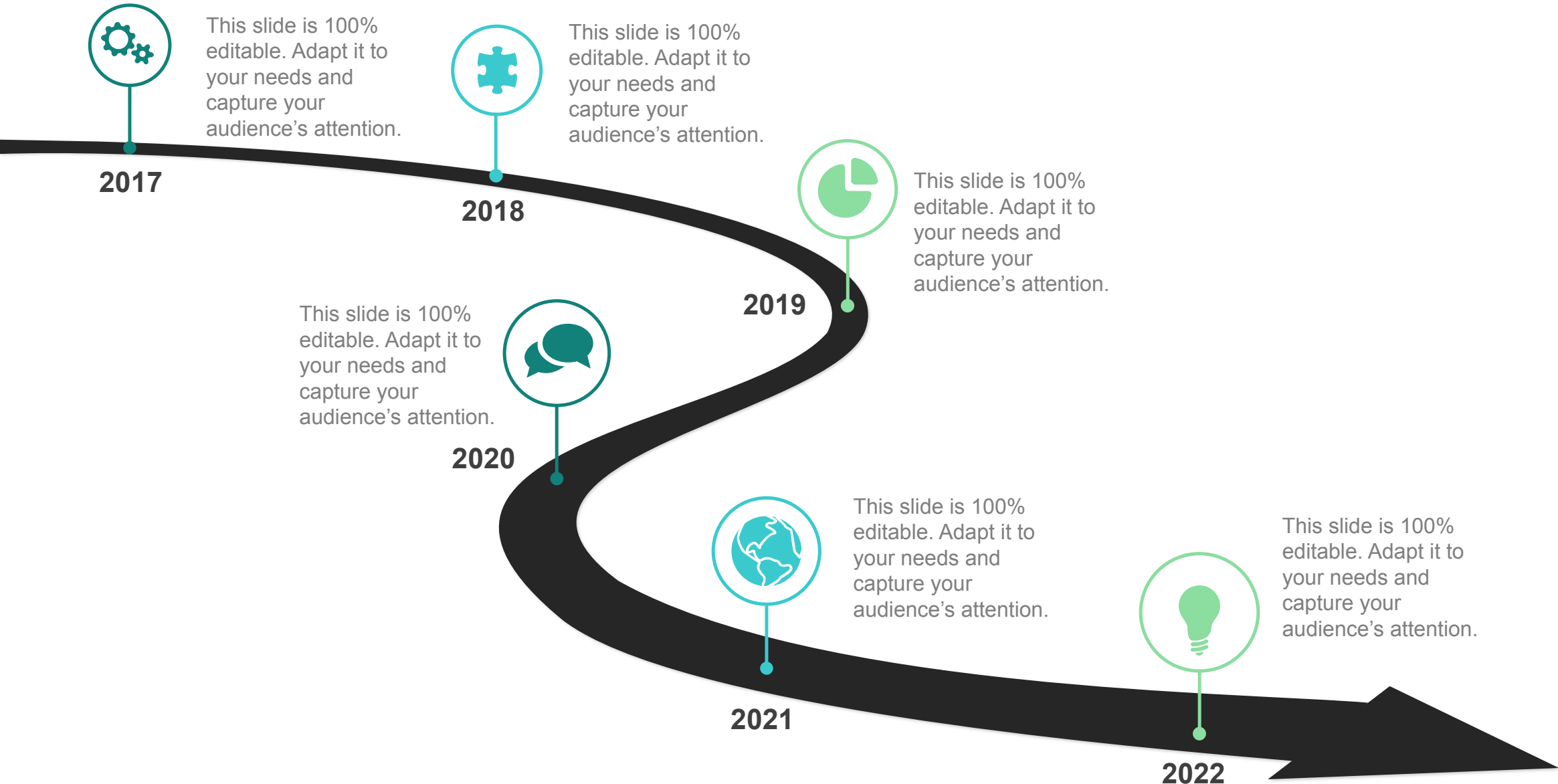
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2022



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Milestones Achieved *(Option 2 of 2)*



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Company Objectives (*Option 1 of 2*)

These are some of the common objectives which are discussed during the review meetings and can be altered as per user requirements



Retain the current customer base



Closing X number of sales by (date)



Increase market share by x%



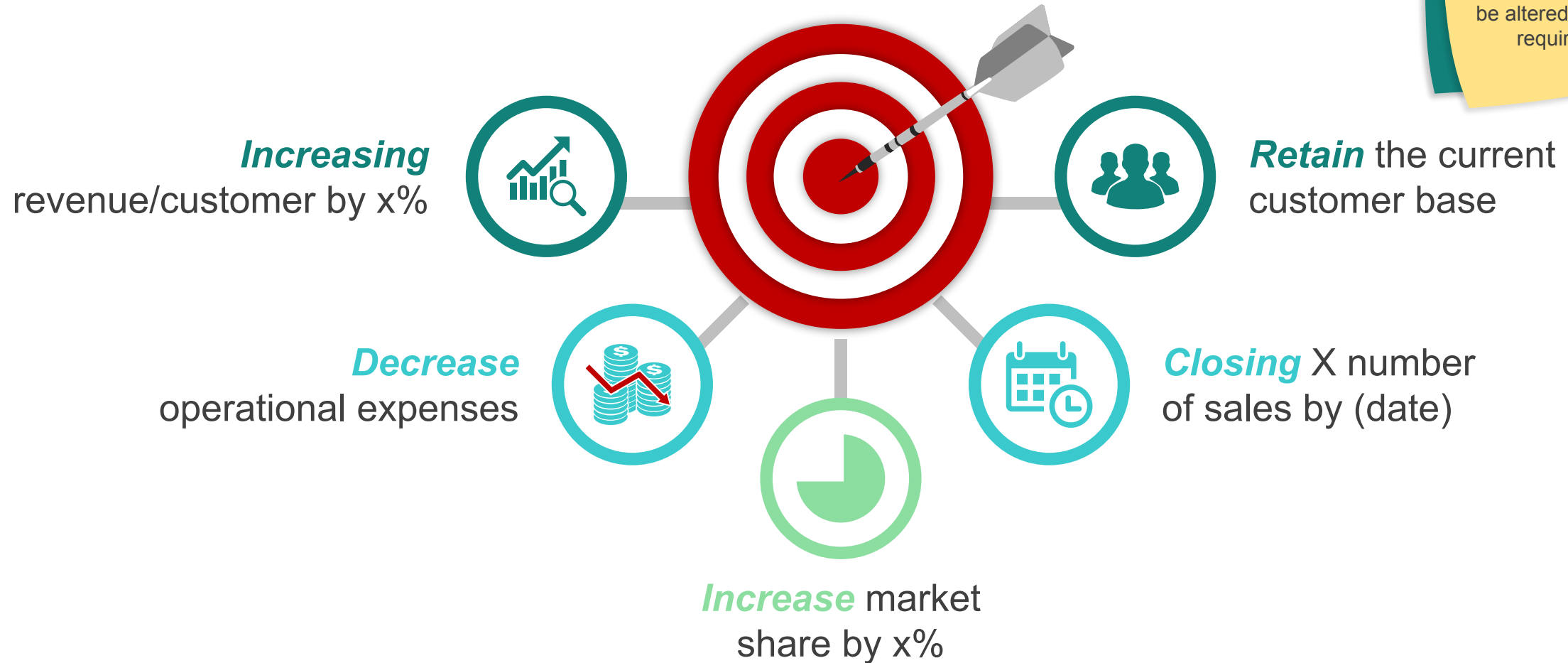
Decrease operational expenses



Increasing revenue/customer by x%

Company Objectives (*Option 2 of 2*)

These are some of the common objectives which are discussed during the review meetings and can be altered as per user requirements



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Operational Challenges

These are some of the common objectives which are discussed during the review meetings and can be altered as per user requirements



Operations

Customer
Care / CRM

Partners &
Alliances

Customer Facing



Entering the market

- Sales
- Marketing
- PR



Back-Office



Organizational /
Operations Setup



Optimize Revenue
Sources

Partnering & Alliances - Execution Stages

Partner Strategy Execution

Key things to be kept in mind while making this slide –

- Main outcomes desired from the negotiation?
- What is our company's position? Partner company's position?
- Key points for each issue?
- Cost benefit analysis of this partnership

Identify Gaps



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Investigate



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Negotiate



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Contract



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Manage



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Exit



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Checklist for Effective Business Partnerships



Voluntary Nature

The partners have clear and common goals based on mutual benefits



Synergy

The value added by this partnership should be greater than sum of individual contributions



Common Interest

Directing resources & capabilities to projects you consider as most important



Mutual Dependency

It arises by sharing risk, responsibilities, resources, competencies & benefits



Complementary Support

Focus on your firm's resources on what you do best and tap to the resources of others for rest



Shared Core Competency

Develop a mechanism to leverage different types of competencies, resources, & capabilities



Effective Communication

Communication at all levels should be regular, open and transparent for effective decision making & solving business problems



Respect & Trust

It is one of the most effective mechanism for governing innovative business partnerships

Risk associated with Strategic Alliances



Input Supply

When Strategic partner is unwilling to supply raw material in a timely manner to meet the firm's regular demand



Surge Capacity

When Strategic partner is unwilling to supply raw material in a timely manner to meet unusually high, unexpected demand



Quality Performance

When Strategic partner is unwilling to supply raw material according to firm's quality standards



Cost Renegotiation

When Strategic partner will take advantage of its position at a later date and seek unexpected increase in the cost of raw materials



Coordination

When there is fundamental misunderstanding of each other requirements due to complexity associated with the task



Financial Viability

When Strategic partner experiences financial distress that limits its ability to meet your firm's requirement



Contribution Valuation

When your firm's non-monetary contribution to the partnership will be undervalued by the partner



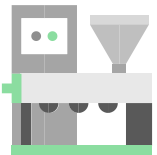
Financial Commitment

When entering in to the partnership may expose the firm to credit risk



Organizational / Operational Setup Challenges

This example has been taken for a manufacturing industry where the production needs to be increased



Increase the *machinery production* capacity



Increase the *labor workforce*



Which will eventually result in *XX% increase in production*

Operational Setup - Risk & Mitigation Strategy

Risk and Risk Mitigation Strategies for a manufacturing company has been taken as an example in this slide



Risk



Risk Mitigation

Company might invest in Fixed Assets & increase the production capacity but later they might face deficit in the in-hand orders & the investment might turn out to be bad one



A proper due-diligence needs to be conducted since investment in fixed assets is a part of long term strategy

Without proper planning & organizing restructuring, hiring more workforce will increase the fixed cost of the company



Company first needs to have proper allocation & optimization of resources in place, after which consideration should be given to hire more employees

Customer Service Related Challenges

Some general challenges have been considered which are faced in day-to-day operations during customer related service

Computer / Telephone User Interface (CTI)

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Cash Flow

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Work Flow

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Call Handling Scripts

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Sales & Marketing Strategies

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Less Employee Resources

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