

Mary Gober International Limited, in partnership with
Integrated Performance Management Systems,
introduces our:

IPMS™ Business Practice

“Putting performance tools in the hands of the organisation”



Integrated Performance
Management Systems

The Need

Recognising the changing needs and demands of the marketplace, arising from the general economic conditions in 2008, Mary Gober International Limited has rekindled a partnership, which began in 2002, with Integrated Performance Management Systems to provide a comprehensive new service to address the broader performance needs of organisations.

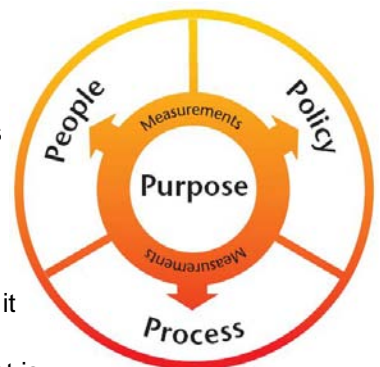
Good **Governance**, stable **Leadership**, fair **Policy**, simple **Processes** and capable, willing **People** all make for an organisation capable of understanding the changing demands of the market and its customers and continued provision of excellent products and services to them.

These factors amount to **solid controls** being in place which in turn result in desirable effects, such that Management can assure its Directors that performance is predictable, the Board can assure all of its stakeholders that performance is optimal and customers can have **confidence** in your product and promised service and therefore in your organisation's **integrity**.



Invariably, these **solid controls** are not in place sufficiently and the consequences and undesirable effects (UDEs) can be catastrophic, resulting in companies not knowing:

- “What is our **stated purpose** as an organisation and do we have buy in from those we depend upon (customers, staff, suppliers)?”
- “What is the **demand for our products and services** now and tomorrow?”
- “Is our income **predictable**?”
- “Are we a **push or pull business**? Do we just push our products into the market and wait or do we create demand and allow our customers to pull?”
- “Are our **policies** and **processes** designed to supply what is demanded?”
- “Do we understand the full ‘**cost of services demanded**’ and is it **affordable**?”
- “Do our **people have the capacity and capability** to deliver what is demanded by our customers?”



To be able to really address these questions now and in the future any organisation will need **organisational tools** in the form of **methods and processes**. It is essential that these are learned and owned by the Company in order for it to be able to **take control of what and how its business should perform**. *It most certainly does not require armies of consultants pouring all over it and then leaving.*

The Remedy

Our research shows that there is a direct **success link** between the capabilities and capacity **residing within an organisation** to develop and maintain solid controls and its performance in all trading conditions. What the market and our customers are demanding for their companies is the provision of organisational tools, in the form of methods and processes, so that they can address and sustain high performance in the long term ... not for someone else to do it for them.

In creating the IPMS™ Business Practice we therefore have one clear stated purpose:

“Providing organisational performance tools, methods and teaching which place the control in the hands of the leaders and people who are responsible for managing it”

What this means is the IPMS™ Business Practice operates on a strict process of:

- **Business cases only** - we start projects once a business case and a data driven benefits plan has been prepared and signed off by you
- **Teaching** as we fix a problem with you. Which means we will train as many of your resources as necessary to sustain the learning
- **Transferring** our methods and tools to you so you can fix your Company in the future
- **No-one gets hurt** - we are not in the business of the ‘grim reaper’. We would rather fix the constraint with you

Benefits of our Approach

- **Market & customer confidence:** demonstrating your capability to manage change internally and knowing which controls you need to achieve and sustain service delivery
- **Performing in a downturn:** our customers using IPMS Toolkits are outperforming their competitors and continue to perform in adverse conditions
- **Ownership & sustainability:** the change management is led by your managers and people as it is essential that the solution and success comes from your people
- **Organisation performance – recent results include:**
 - 18 to 33% improvement in capacity (time) available to deliver services most demanded
 - 23 to 41% improvement in the time the service is fully delivered to the customer/user
 - 27 to 34% improvement in the rate of services delivered
 - 14 to 35% improvement in customer satisfaction
 - 29 to 50% improvement in employee satisfaction

Business Sectors & Business Functions we have Experience in:

SECTORS

*Public Services & Not-for-Profit
Financial Services
Information, Communication & Technology
Retail
Hotels & Leisure*

FUNCTIONS

*Marketing and Market Demand
Sales
Customer Service
Call Centres
Operations
Manufacturing & Production
IT
HR*

Our Toolkits

Founded on **systems thinking** principles, the IPMS™ Business Practice provides a comprehensive range of easily understood and quickly learned tools and methods which allow any company to easily analyse and plan a change, select tools and implement these.

IPMS™ Toolkits are sorted under 5 organisational master behaviours which have been tested over 12 years and remain robust:



1. Direction

Direction - Aligning your company's purpose, vision, values & strategy with those of your customers and people to forge a common purpose and values you will all live by

2. Understanding

Understanding – Creation of an easily understood workflow supported by clear policies with useable processes which enable every role to deliver its outcomes

3. Planning

Planning – Analysing what is required to do the right things right, identifying and preparing the capacity and capabilities of resources, planning towards the DIRECTION

4. Execution

Execution – Do the right things right in a dynamic environment where priorities, resources and time is scarce. Living your purpose and values

5. Measurement

Measurement – Creating and using a dashboard of indicators which give you a forward view towards your DIRECTION and predicting what will happen next

Permission Marketing

Our philosophy is to have our services from the IPMS™ Business Practice *'pulled'* or *'demanded'* by customers. Accordingly we do not wish to *'push'* anything onto you so we will always seek your permission to participate:

For example:

- We will be **producing a series of white papers** on fundamental topics affecting performance in the marketplace and our customers. The first one is related to outsourcing – written by our Practice Director – Jacques Marais. We would like to share these with you, **with your permission**.
- Periodically, we will also be **conducting benchmarking surveys** and assessing essential organisational performance factors. We would like to share these with you, **with your permission**.
- We will be **offering our first customers a pro bono. 1/2 – 2 day assessment of their organisation** and if you have received this document with an accompanying letter, we would like to offer this to you, **with your permission**.

Contact Us

Jacques Marais, Practice Director

+ 44 (0) 7530 816 069

jacquesmarais@marygober.com

Sarah Balch, Practice Client Manager

+ 44 (0) 7725 104 972

sarahbalch@marygober.com

Debbie Warren, Practice Executive

+ 44 (0) 7793 307 068

debbiewarren@marygober.com

Shona Cooper, Managing Director (MGI)

+ 44 (0) 7788 432 001

shonacooper@marygober.com

Client References

Carole Ratcliffe, Head of Planning & Control at Alliance & Leicester Bank

'Over the past year we undertook one of the most ambitious programmes to enhance the total strategic performance of our Technology and Process Design Division and I had the accountability for delivering this successfully. Working with Jacques Marais and his team, we set out to tackle all three elements of change: strategy, processes and people, detailing what to do and how to do it.

Using the IPMS Toolkit we were able to tackle all three elements of change thoroughly and successfully. IPMS comes in three parts. IPMS for Organisational Change, Team Change and People Change. All three toolkits are built on common sense. We have used them to analyse underlying organisational performance issues, design new processes and transform performance through our people. Jacques facilitated this change programme end to end.

Key to the IPMS Methodology is the transfer of capability and methodology in-house. In both cases we have had great success. We now have a strong team of internal experts in the Division and a broad capability of support for the Methodologies'.

From six years personal experience of IPMS, I can earnestly recommend both their people and core products. If you would like to discuss our experience in more detail, please do not hesitate to contact me.'

Nadiem Solomon, Director, SARS Academy (South African Revenue Service)

'Over the past nine months, the Academy and your team have been involved in the implementation of IPMS. Having been involved in many of these kinds of interventions before, I would like to highlight something which I thought was rather unique about this particular process.

The way in which everyone in your team worked with the people in the Academy must be commended for the perfect blend of professionalism and personable warmth. The growth that some of the Academy staff displayed during this time I am sure is in part, and by no means a small part, due to the very empowering way your team interacted with them as well as the skills and tools they learned from the process.'

First National Bank – SpeedPoint Division – South Africa (2004 – 2009)

Working in a fast moving and dynamic environment, experiencing exponential growth in demand, we undertook a programme to increase the capacity and capability of managers, staff and specialists. Our brief was to release capacity from within the existing budgeted staff complimenting and increasing their effectiveness.

Using IPMS Toolkits we undertook detailed analysis of how resources are currently used and how 250 people are currently deployed and then in only a matter of eight weeks we significantly increased both their capacity and capability, measured by a 300% increase in workload using the same staff numbers.

Over the period of 2004 – 2009, First National Bank has continued to use the same Toolkit to sustain performance. In 2009 First National Bank was so impressed with the IPMS Toolkit that they implemented the Sale Toolkit SPRINT across the whole organisation. The immediate results have included creating a sustainable business model in a very difficult economic climate, releasing thousands of man days for customer facing activities and immediately improving sales productivity nationally.