



Grant Thornton

An instinct for growth™

# Operational excellence

Business Consulting



# Operational excellence

At their core, organisations are composed of three things, people, processes and technology. The alignment of these variables and the way in which they interact with each other separate success from failure.

Grant Thornton's Business Consulting team, work with Ireland's leading companies to review and redesign their operating models to reduce 'waste' and increase efficiency and effectiveness, thereby driving operational excellence.

We work with our clients to understand their strategies and assist them in designing operating models that will help them realise their strategic goals. Our deliverables are measurable and include:

- improved customer focus;
- greater staff engagement;
- enhanced quality;
- reduced operational costs; and
- increased profit.

## Our services

### Centralisation of services:

- establish an understanding of existing operations;
- assess the feasibility of a centralised delivery model;
- design and implement shared service centres/centres of excellence/centralised support units; and
- support the realisation of value with centralised model.

### Business process re-engineering:

- challenge pre-existing assumptions;
- implement bottom up approaches to reimagine structures;
- place customer experience at forefront of operations;
- eliminate variance through standardisation; and
- optimise people and technology inputs.

### Operating model development:

- adopt a collaborative and inclusive approach;
- develop a 'target' model beyond organisational structure;
- provide for accountability and governance;
- transform strategy into operational plans; and
- benchmark against industry best practice.



# Our dedicated team

Our team combine extensive experience with proven methodologies to define and implement changes across organisations in a timely and cost effective manner. We work with clients to understand both the competitive environment in which they operate and the strategic plans they have for their organisations. We draw on our experience to design practical and scalable operating models which maximise the people, process and technology components they have available. Our outputs are tangible and we deliver a real business benefit to the organisations we work with.

## Our Business Consulting Operational Excellence team is ideally placed to help you achieve your goals, our team:

- consists of qualified, business process improvement experts and Lean Six Sigma practitioners;
- have the experience you require to deliver meaningful process improvement;
- work across a range of sectors with some of the countries leading businesses to redesign complex processes in tandem with transformational 'people' and 'technology' focused change programmes; and
- have a proven track record of successful delivery.

## Why Grant Thornton?



**Proven track record**  
of delivery



**Cost effective solutions**



**Agile and on demand**  
with a tailored approach to suit your needs and demands



**Quality and value**  
delivered throughout the project



**Global organisation**  
with access to global solutions



**Dynamic alternative**

# Business Consulting

The Grant Thornton Business Consulting department is a specialist team which services key industries and sectors in specific areas such as project and programme management, strategic planning, business process improvement and finance transformation. Our experienced teams have dedicated industry knowledge in healthcare, life sciences, agri-food, energy, transport and infrastructure, telecommunications, media and technology. We think about the complex issues facing organisations and have developed robust and sustainable solutions to address the challenges being faced.

## Key management contacts for our local team include:



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Grant Thornton Ireland



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