SYSTEMS ON TAP

A proven 5 step process to take control of your business through powerful systems and processes
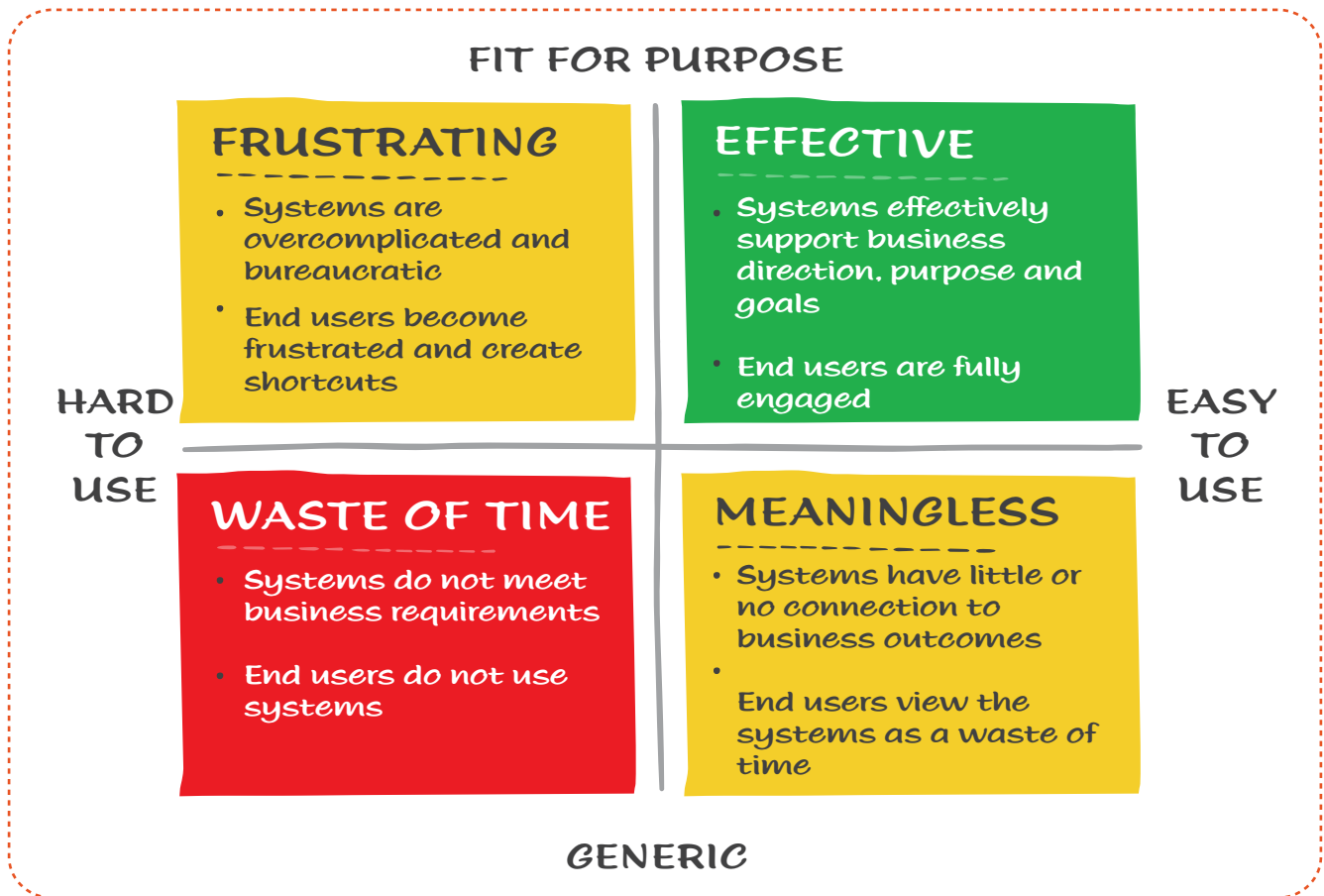
TouchPoint
ONE

ARE YOUR MANAGEMENT SYSTEMS ASSETS OR ARE THEY LIABILITIES?

TouchPoint ONE

Great management systems are fit for purpose and easy to use, generic and hard to use systems are a waste of time.

FIT FOR PURPOSE

FRUSTRATING
- Systems are overcomplicated and bureaucratic
- End users become frustrated and create shortcuts

EFFECTIVE
- Systems effectively support business direction, purpose and goals
- End users are fully engaged

HARD TO USE

EASY TO USE

WASTE OF TIME
- Systems do not meet business requirements
- End users do not use systems

MEANINGLESS
- Systems have little or no connection to business outcomes
- End users view the systems as a waste of time

GENERIC

We specialise in working with Business Owners, CFO's, and Operations Managers of utility, construction, and service delivery companies to make their businesses more efficient, profitable, and valuable.

We use a proven 5 step framework that allows us to gain a deep understanding of a business and using that knowledge, develop and implement systems and processes that are perfect fit for the business, are easy to use and are embraced and used by staff.

The systems and processes we develop are assets that generate profit and add value.

> "The way to build a complex system that works is to build it from very simple systems that work."
>
> **- Kevin Kelly**
> Great management systems are fit for purpose and easy to use, generic and hard to use systems are a waste of time.

THE PROBLEMS WITH
RUNNING A BUSINESS

WE HAVE IDENTIFIED FOUR COMMON PROBLEMS THAT BUSINESSES FACE.

Problem #1 – They have systems that don't fit their business, they are overcomplicated, and introduce so much red tape that workers simply don't use them. This ultimately leads to frustration. Managers are frustrated that the system is not being used, and workers are frustrated because they are expected to use something that adds no perceived benefit.

Problem #2 – They have trouble with the interface of technology and people. Often this is driven by not fully knowing when and how to use technology to improve things. Get this interface right and great things can happen, get it wrong and you will likely end up with a costly white elephant that nobody uses.

Problem #3 – They know they have an issue, but they cannot articulate what it is or how to solve it. Often, they don't have dedicated systems people to help, so they load up their staff or try to do it themselves, whenever they get around to it. This often leads to sub-optimal outcomes and missed opportunities for change and growth.

Problem #4 – They have systems that are not compliant with legislation. For any manager or officer in an organisation, this is a real fear. If something goes wrong on your watch, you may need to start adding 'your honour' to the end of your sentences.

RELAX, we've got this!

The thing with management systems is, there is always a smarter way of doing something. Technology changes, your team changes, the only constant is the need to keep performing.

This is where we excel. We take the pressure off, allowing you and your staff to focus on your core business while we bring in new ideas to get your business operating efficiently, effectively and importantly, in compliance with current legislation and standards.

We know how to build systems that are a perfect 'fit' for a business, we know how and when to use technology to supercharge a business and we are across legislative requirements that affect your business.

Our process works, we are experts at creating and implementing systems and processes that improve productivity and culture while reducing stress and frustration.

THE D-LIVERY METHOD

- DISCOVER
- DIAGNOSE
- DESIGN
- DEVELOP
- DEPLOY
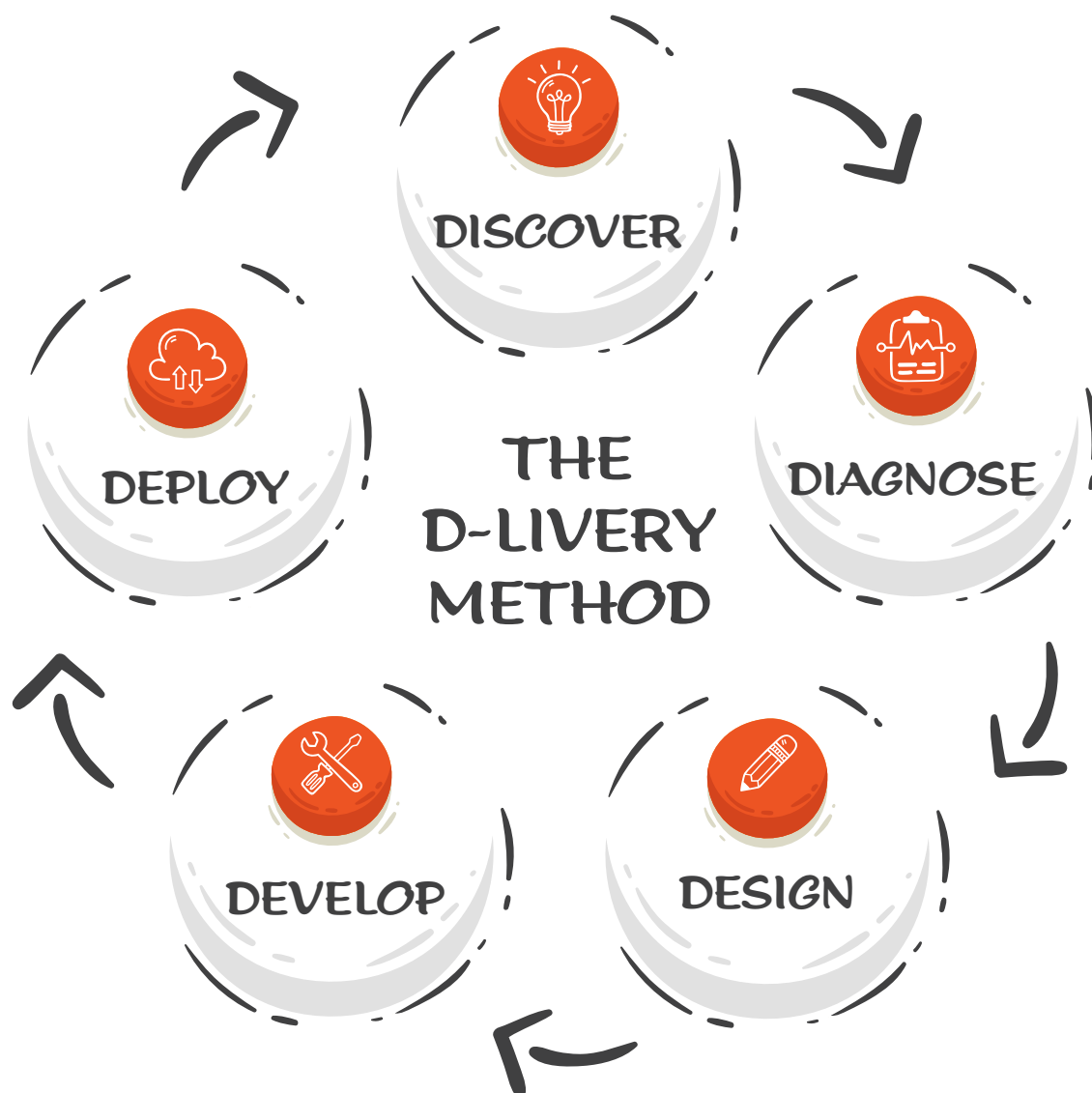
Learn more about the D-Livery Method on the next page.

> "Over the last 4 years, Craig has provided me with specialist support and advice on a number of high profile projects in the water industry. He brings a calm professionalism and high levels of integrity when delivering across a number of challenging work streams."
>
> I warmly endorse Craig and his services.
>
> **- Chris Evans**
>
> Manager Service Delivery, LinkWater

THE D-LIVERY METHOD EXPLAINED

The D-LIVERY method© reduces the stress of running a business, making your life and your job easier.

In 5 practical steps, we will transform your current management systems and processes into something that is a perfect 'fit' for your needs, incorporating technology where required and incorporating proven best practice methods.

DISCOVER

This step is often overlooked, but it needs to be treated as a priority. This step is all about understanding your business, what it does, how it works and what are the aspirations.

Get this step right and the rest falls into place. Get it wrong and there is a lot of rework required further down the track that will cost you time and money.

DIAGNOSE

This step is where we start to drill down on your specific problem. We road test what we found in the discovery phase, and delve into the depths of your business, probing, asking the hard questions, testing statements made, following data, and finding out how your business really works.

This step gets everyone on the same page, cutting through to the core issues and agreeing a way forward.

DESIGN

The design phase is where things start to take shape. You now have a great understanding of how your systems will work to support your business and where the gaps are.

We take the diagnosis outcomes and overlay the future business vision and objectives. This is where you and your team get to have meaningful input and influence change in your business.

DEVELOP

The development phase is where the plans are put into place.

New processes are designed, new technology is procured, databases are built, procedures are documented, and all the working parts are integrated.

DEPLOY

The deployment step is the fun part. It's the easy step where you get to sit back and admire how great this shiny new thing is that you just created.

Get it right and this is exactly what will happen, get it wrong and this step can be the most frustrating of them all. The key is getting the planning right, engaging with your team and executing a comprehensive change management process.

The D-LIVERY method is logical, scaleable, and is proven to work on any type of system and process.
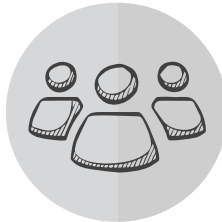
Whether you are designing a new system from the ground up, or addressing a specific problem within an established system, the D-LIVERY method works.

The D-L IVERY method will deliver systems, processes and procedures that are:

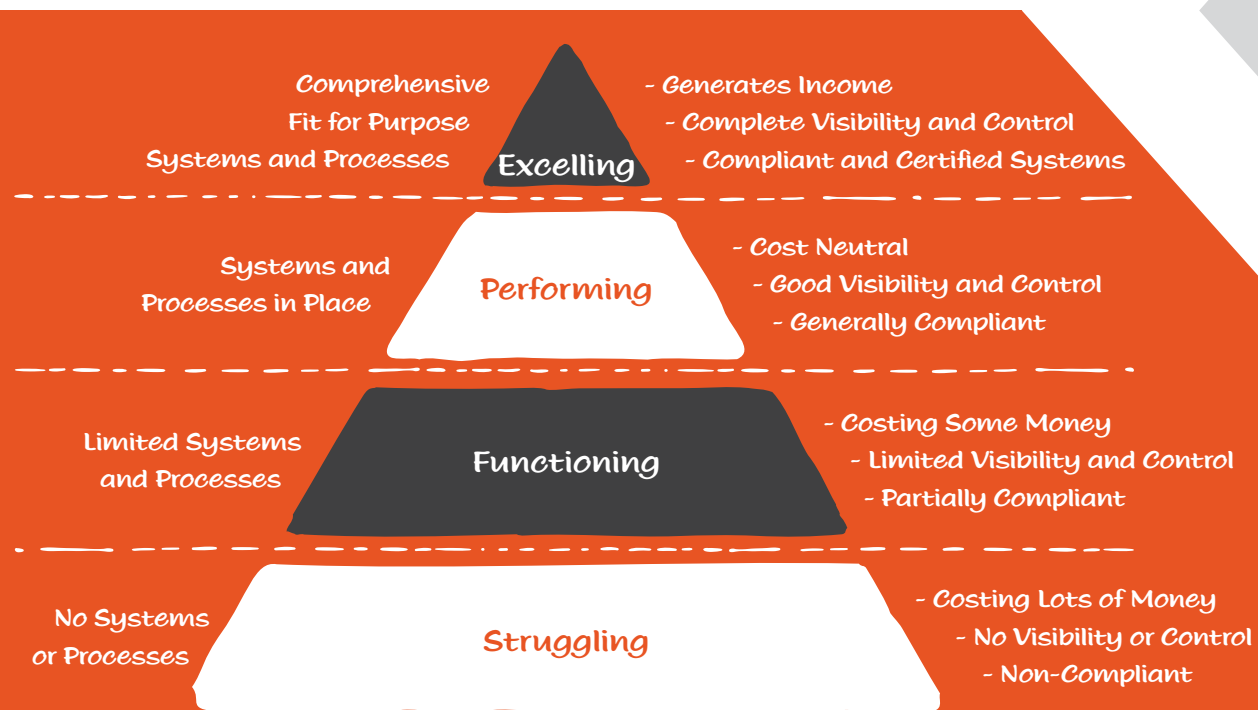Fit for purpose, practical, efficient and effective.

Embraced and used by staff.

Assets to the business(they sit on the asset side of the ledger).

Compliant with legislation and regulations.

Excelling
Comprehensive Fit for Purpose Systems and Processes
- Generates Income
- Complete Visibility and Control
- Compliant and Certified Systems

Performing
Systems and Processes in Place
- Cost Neutral
- Good Visibility and Control
- Generally Compliant

Functioning
Limited Systems and Processes
- Costing Some Money
- Limited Visibility and Control
- Partially Compliant

Struggling
No Systems or Processes
- Costing Lots of Money
- No Visibility or Control
- Non-Compliant

"I strongly recommend Craig as a strong, ethical, deliverer who collaborates well with customers to achieve their outcomes. I worked with Craig a number of times in Seqwater. Craig's ability to problem solve and work with a diverse range of stakeholders both in the field and head office were his key strengths. Craig has a wealth of knowledge and contacts within the industry and shows values of honesty, integrity and courage in getting the job done. Whilst working with Craig, he successfully documented and implemented a range of operational management system procedures along with a range of tools to instill a public safety strategy across the organisation. He is an asset to any team and I hope to work with him again in the future."

- Veronica Witham
Principal Risk and Assurance Advisor, Seqwater

THE D-LIVERY JOURNEY
CREATES
ASSETS

ASSETS GENERATE PROFIT
ASSETS ALLOW BUSINESSES TO SCALE
ASSETS ADD VALUE TO BUSINESSES

THE JOURNEY

While the D-LIVERY method solves many problems, it is not a silver bullet. Great things take time, and we don't sugar coat the realities.

While we will be doing the heavy lifting, we will still need to know what your business does, how it does it, the current status of the business and where you want to take it, and any critical roadblocks that stand in the way of achieving your goals. This information is critical to making sure that what we deliver works for your business and your team.
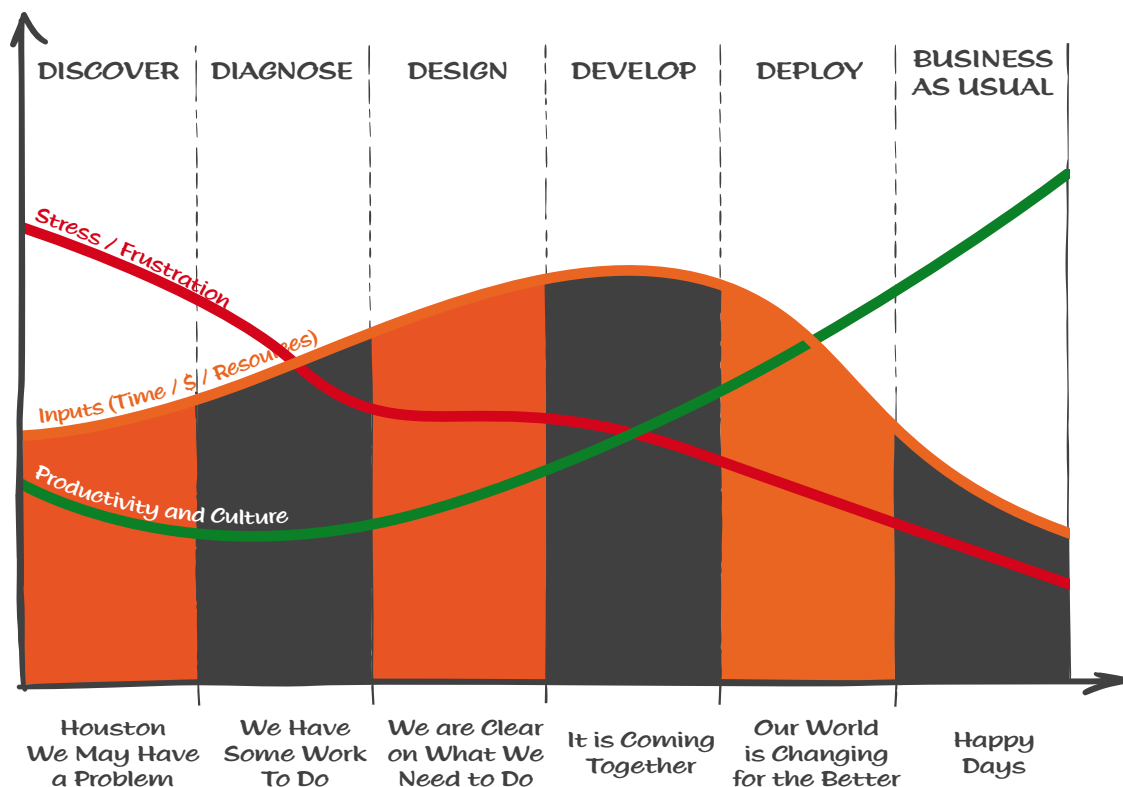
Each step on the journey is a gateway, with physical assets created and delivered at the end of each stage.

The gateways are also a great opportunity to recalibrate the plan and confirm we are all still on track.

WHO IS TOUCHPOINT ONE

Based in Brisbane, TouchPoint One is a management consultancy business founded by Managing Director, Craig Meinicke.

Craig is a business consultant with over 20 years' experience in water, electricity, transport, resource and recreation sectors. He started his career as a water treatment plant operator in a regional town, and subsequently worked in a range of operational, planning and strategic roles within the water industry.

Craig's ground-up knowledge is the main driver of his success as a consultant, and ultimately, the growth and success of his business.

There are not many situations or problems encountered by businesses that Craig and his team have not experienced firsthand. Along with his team, he understands the challenges that businesses face and is an expert at building systems and processes that fit business needs.

Over the past 12 years, Craig has provided consultancy services to utility companies and SME's throughout Queensland.

TouchPoint One is a successful consulting business delivering practical solutions to complex problems. The ability to make the complex simple is built into the DNA of the business, and this core focus is what drives Craig and his team to deliver meaningful results for their clients.

Craig's first book, The Management Equation – Proven Strategies for Unlocking the Value of Your Team (to be released in 2018) collates over 20 years of experiences, observations and learnings about the critical factors that enable businesses to operate effectively and efficiently.

CLIENTS

Our experienced consultants have solved problems for a range of businesses.

seqwater

mtba
MORETON BAY AUSTRALIA

Mount Isa Water Board

City of Ipswich

TOOWOOMBA REGION

Gladstone Area Water Board

Proudly supported by
Moreton Bay Regional Council

GCG
health safety hygiene

DETECTION SERVICES

BELLWETHER

Powerlink

Senex
Senex Energy Limited

SYSTEMS ON TAP WAS CREATED TO BE A FULL AND REMARKABLE SOLUTION TO OUR CLIENT'S PROBLEMS

TouchPoint One recognises that no business is the same. Businesses have different needs depending on market pressures, how long they have been operating, their current state (including finances), and their ultimate goals and aspirations.

We also recognise the benefits that flow from establishing a long-term relationship with our clients, the more we get to know your business, the more value we can add, the better the outcome.

To accommodate for this, we utilise a subscription-based approach to deliver our services. This is a set and forget approach for clients, giving them peace of mind that we are in this for the long run.

We are not in the business of selling a solution and then walking away, if for some reason our system does not work, we will fix it. We provide a full and remarkable solution to our client's problems.

For a small monthly fee, TouchPoint One will manage your systems and processes on your behalf.

We will need to sort out the fine print to personalise the service to your business, but in general when you have a subscription with TouchPoint One you will receive the following:

- Development and ongoing maintenance of your management systems (systems, processes and procedures) – to the level agreed by both parties.

- Guaranteed 24-hour response to requests for help.

- Change management support.

- Audit support (preparation, participation, review, manage actions).

- Certification management (where required).

In general, our subscription service start at around 1% of Turn Over for the first year and then decrease as your systems mature (based on a three-year commitment*).

SATISFACTION GUARANTEE If after the first three months you are not absolutely satisfied with the progress we have made we will cancel the contract.

This has never happened as we make sure that our clients are always happy, surprised and delighted with the changes we have delivered to their business.

Full terms and conditions can be found on our website **www.touchpointone.com.au**

1%
OF
TURNOVER*

0.75%
OF
TURNOVER*

0.5%
OF
TURNOVER*

INTERNALLY
RESOURCED

$ COST

TIME   1 YR   2 YRS   3 YRS
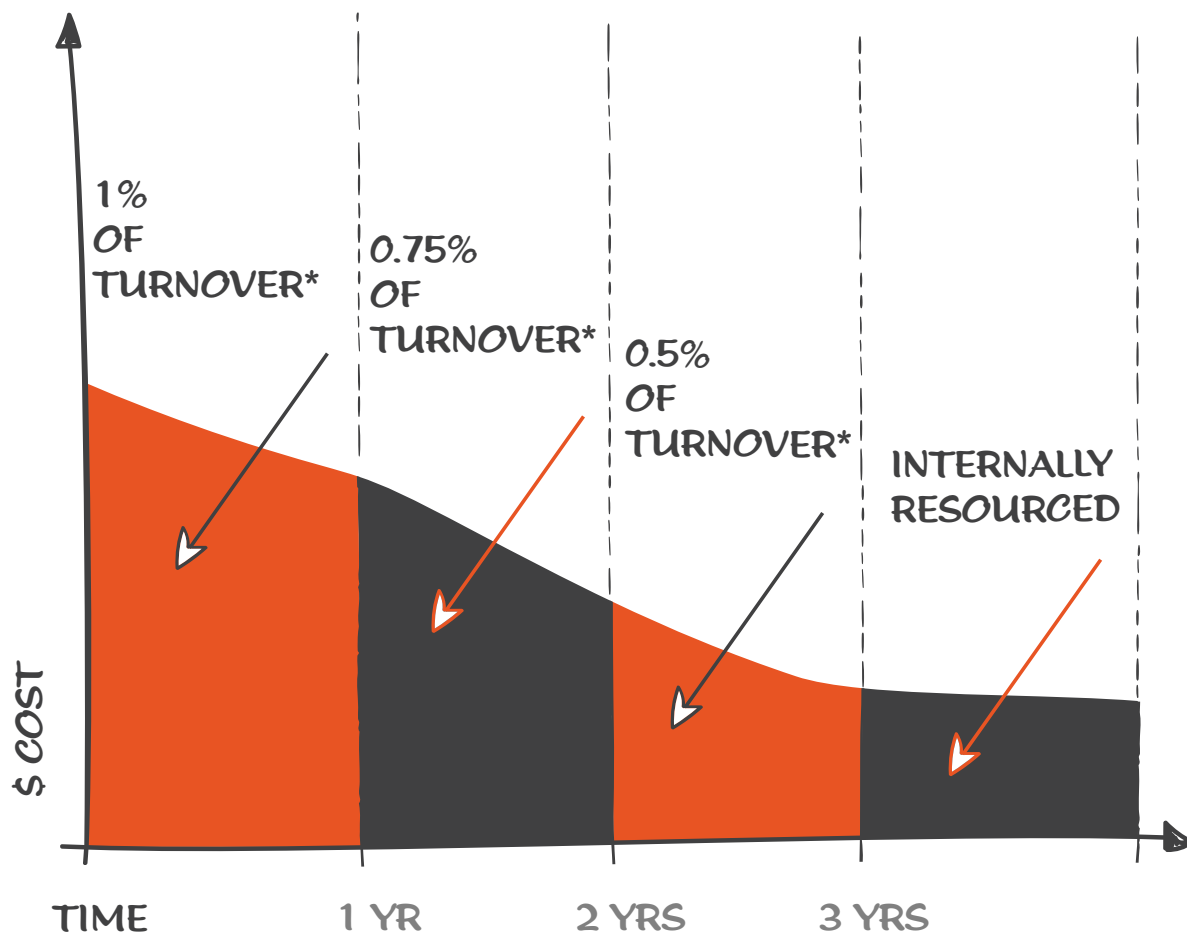
LET'S KEEP IT REAL

Being realistic, how would you rate your systems and processes on a scale of 1 -10?

How long have you been putting off building the systems you need because you don't know where to start?
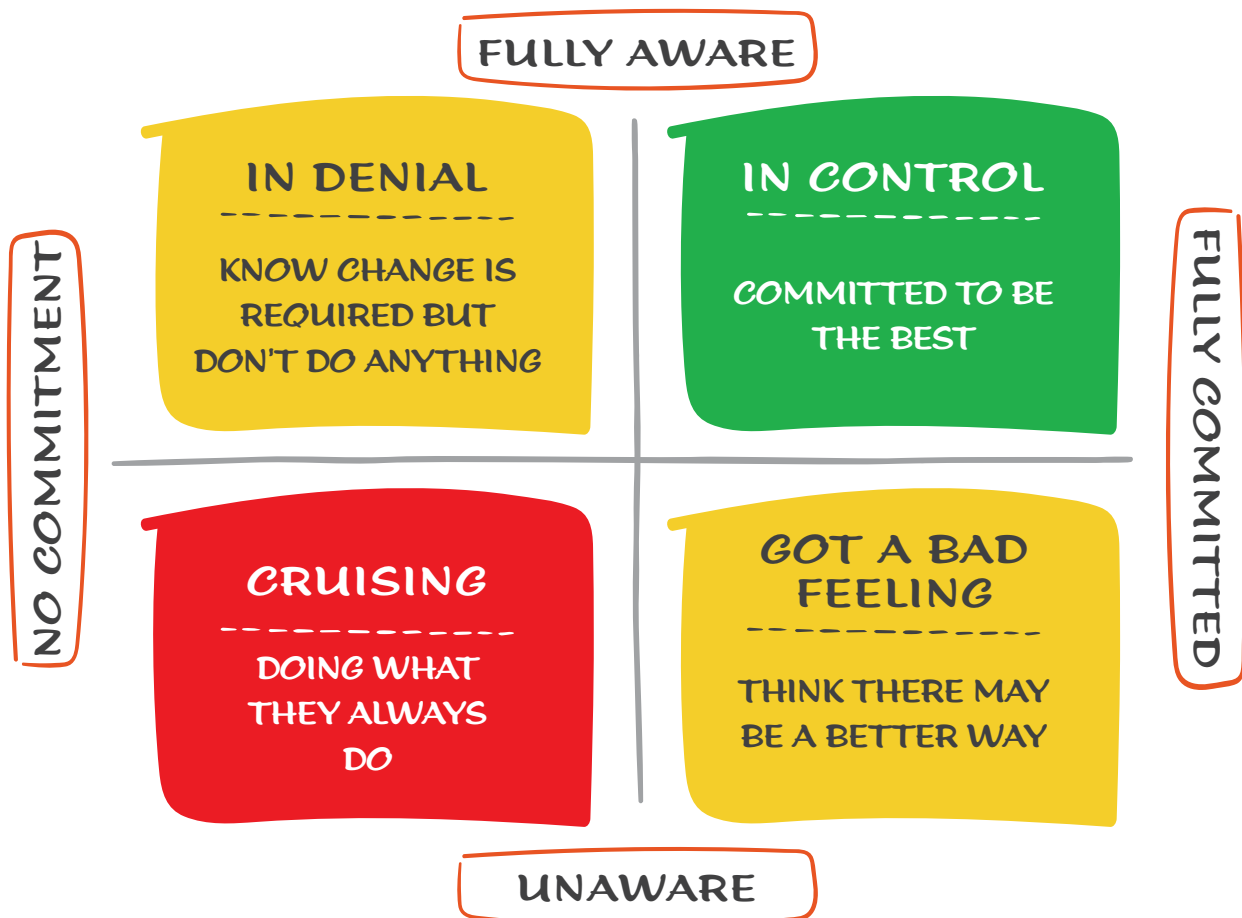
How long will it take you and your team to develop and implement the systems and processes your business needs to succeed?

How would you feel in 12 months' time when you are no longer struggling with systems stuff and are fully focussed on work that you enjoy?

Relationships work really well when all parties are fully aware of what is required and fully committed to doing what needs to be done.

FULLY AWARE

NO COMMITMENT

IN DENIAL

KNOW CHANGE IS REQUIRED BUT DON'T DO ANYTHING

IN CONTROL

COMMITTED TO BE THE BEST

FULLY COMMITTED

CRUISING

DOING WHAT THEY ALWAYS DO

GOT A BAD FEELING

THINK THERE MAY BE A BETTER WAY

UNAWARE

TAKE THE FIRST STEP

Give us a call or send us an email to book in a FREE 30-minute POWER CALL to kick some ideas around and see if we should work together.

E : systems@touchpointone.com.au

P : 1300 265 241

" The first step towards getting somewhere is to decide that you are not going to stay where you are.**"**

- Chauncey Depew

Lawyer and United States Senator