



# Compliance Transformation Management

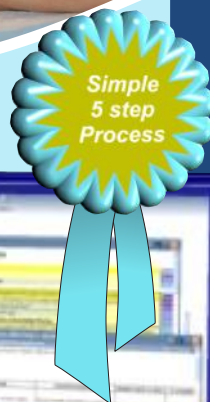


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## Role Accountability Management

uses a 4 dimensional visualisation of the way a business functions to enable them to understand where behaviour must change in order to comply with the Consumer Protection Act (CPA) whilst, at the same time, seeing how to improve Productivity and focus on key turnaround behaviour.

Every activity is linked to one or more of the CPA Compliancy and Productivity Outcome Goals and the technology provides a mechanism through which behaviour change can be monitored, reported and evaluated.



**Keep your finger on the pulse . . .**

- ✓ Minimise Risk
- ✓ Measure Change
- ✓ Increase Productivity

## Focus the whole business on CPA compliancy and increase Productivity and focus at the same time

### Unlocking self regulating CPA compliancy and Productivity

Tick box compliance with the provisions of the Act will not be sufficient - organisations will need to change the way they do business right across the supply chain.

Whilst many organisations may have the in-house skills to interpret the Act in the context of their business, they will find it difficult to manage the transformation.

Effective risk management will require, firstly, that everyone across the organisation is attuned to how he or she could place the organisation at risk and, secondly, that a sustainable change to functional behaviour is instituted.

We simultaneously unlock effective and focused CPA compliancy and productivity in large organisations - productivity being defined as the extent to which all resources are focused on achieving the strategic intent of the organisation in a CPA compliant manner.

Our approach aligns and focuses the deployment of all effort and resources by capturing the minds and wills of everyone involved, facilitating a practical understanding of Outcome-focused purpose in everything that is done.

This is achieved through a simple, practical process, supported by unique, powerful web technology, that builds a multidimensional visualisation of the way the business functions in all areas at all levels, formalising the collaborative contribution each function makes to key aspects of the CPA compliancy or Goals defined in the Strategic Intent.

## Overview

### Sustainable Solutions

Improving Performance Outcomes by:

- Defining the Business Blueprint of the organisation in terms of how the daily activities of personnel impact common key outcomes,
- Designing project activities based on their contribution to the purpose of the business,
- Defining the value & responsibility of individuals and groups.
- Providing visualisation of the performance of all aspects of the organisation in terms of achieving its Strategic Intent.

## For more information

### Pretoria Offices

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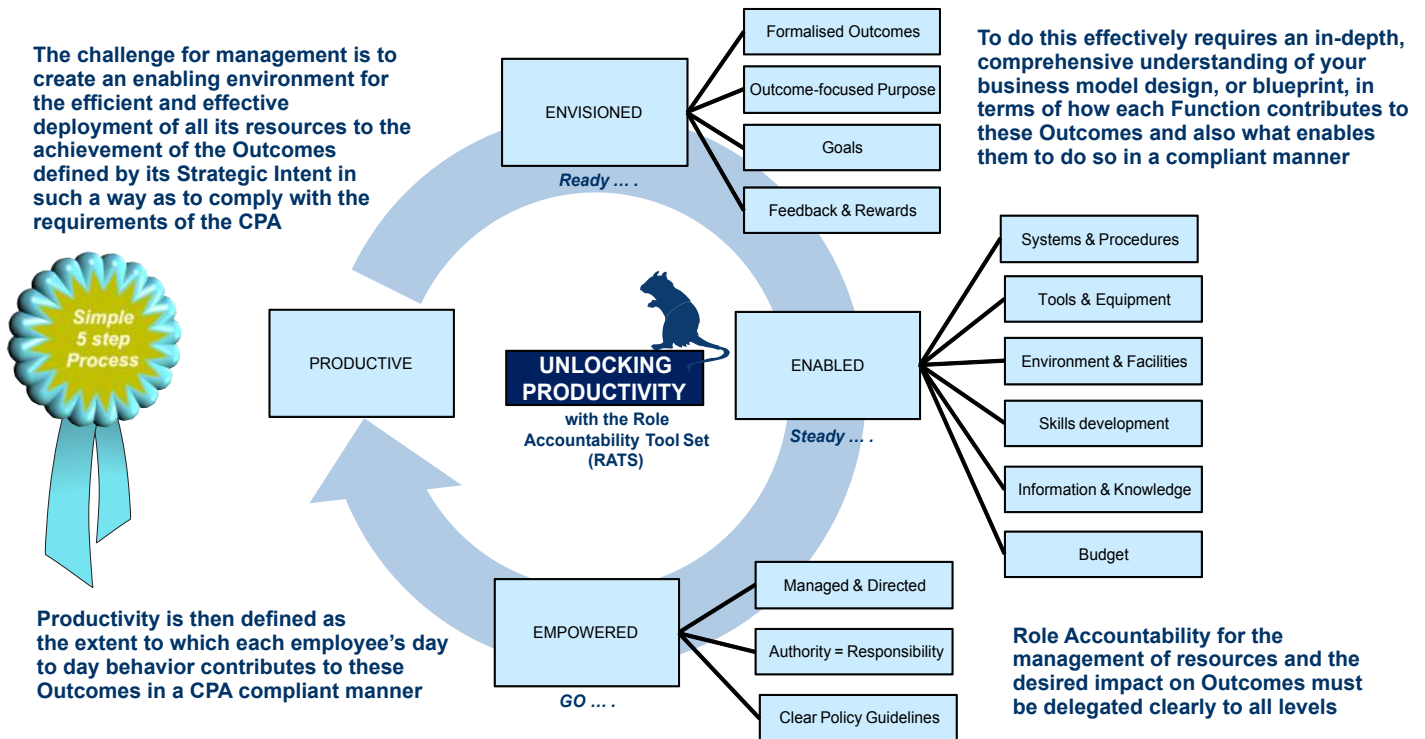
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**KnowledgeBankERP** is a Multi-disciplined International Consulting Company focused on effective Service Delivery System Solutions.

# What are the dynamics of Productivity?

The KnowledgeBankERP solution is focused on addressing productivity in terms of addressing a balance between CPA compliance or "Moments of Truth" and sound business practice and is centred on a technique called Role Accountability Mapping™ to produce a formalised, outcome-focused Business Model based on Balanced Business Principles.



## How does Role Accountability Modeling ensure Compliancy?

Role Accountability Modeling™ focuses every person (including support Functions) on how their function contributes to the Collaborative Structure that delivers Services and Products in a CPA compliant manner. This achieves an alignment of effort, giving purpose and meaning to the roles of individuals in terms of the contribution they make to the cross-flowing processes and their outcomes.

This understanding of purpose means that each individual *takes ownership of their area of functionality* and will ensure their part of the compliancy, and productivity, of the supply chain as a whole.

This model or map forms the heart or foundation that unites the other aspects of organizational management and aligns all effort and measurement toward very specific Outcomes (centred not only on the CPA requirements and client needs but also on sustaining a healthy business – mapping internal support needs to the same Outcomes).

