

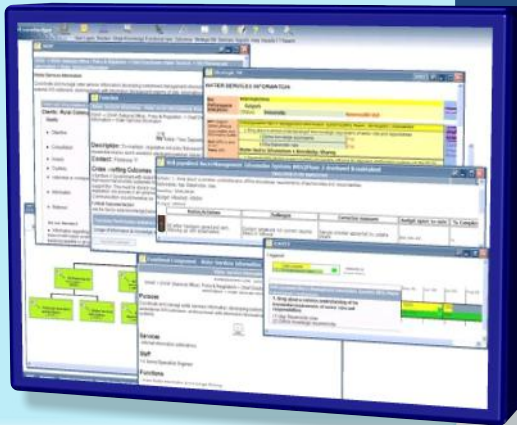
Role Accountability Tool Set (RATS)™



Role Accountability Tool Set (RATS)™

RATS enables a large business, or group of organisations, to understand their functionality in order to improve or change.

It models the impact that the day to day activities of individuals has on the desired Outcomes of a business, programme or project providing a practical platform of understanding for the design, management and progress reporting for business improvement interventions.



RATS is effective wherever there is a need to coordinate a large group of people in order to change their day to day behaviour so as to improve qualitative or quantitative Outcomes.

Get your organisation to understand itself so strategy connects with day to day reality
- maximise employee understanding & buyin



Overview

Sustainable Solutions

Focused Business Improvement:

- Business Systems Productivity Audit
- Defining the Business Blueprint of the organisation in terms of how the daily activities of personnel and Processes impact common key outcomes.
- Designing project activities based on the changes that need to take place in terms of the Business Blueprint.
- Defining the Strategic change responsibility required of individuals.
- Formalising "Fundamental", "Sound Practice" and "Best Practice" elements of Functionality in each Key Function and the activities to put these in place.

For more information

· Pretoria Offices

THE INNOVATIONHUB™
where smart is

John Baggott

jb@knowledgebankerp.com

Mobile: +27 82 400 5225

Office: +27 12 844 0000

Fax: +27 88 12 991 7779

www.knowledgebankerp.com

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

Productivity & Workflow Management



Project Design and Change Management



Functional Maturity and Business Excellence



Formulation & Implementation of Strategy

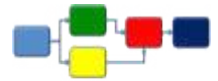


RATS is effective wherever there is a need to coordinate behavior or change across a large group of people - the following are some examples of some areas of application:

Productivity and Workflow Management (see detailed pamphlet)



RATS unlocks effective and focused productivity in large organisations - productivity being defined as the extent to which all resources are focused on achieving the strategic intent of the organisation.



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 and then dynamically monitoring impact performance of processes through Workflow Management.

Project Design and Change Management (see detailed pamphlet)



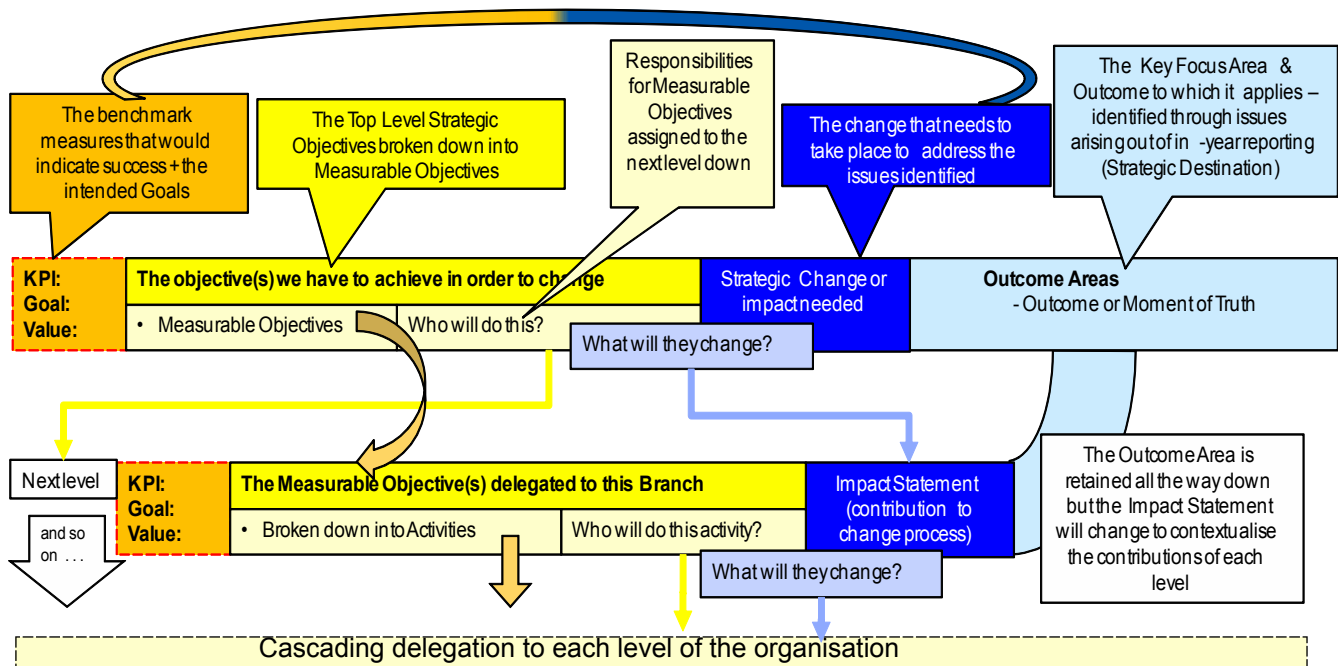
RATS supports Behavior Transformation in Project Management by facilitating a clear understanding in each employee's mind of the changes required in order to achieve the project's goals and objectives.

The aim of any business improvement project will be to bring about change in the way an organisation functions and, in order for the outcome to be sustainable, the changes must be made with respect to the way individual key employees carry out their day to day functions.

The RATS combination of methodology and technology produces a clear "as is to be" collaborative model that shows how the individual efforts of employees combine to achieve the desired Outcomes.

Formulation and Implementation of Strategy (see detailed pamphlet)

RATS enables the formulation of an Outcomes-based Strategy providing the means to cascade responsibility for implementation down through the various levels and then provide reporting and tracking.



Functional Maturity and Business Excellence (see detailed pamphlet)



RATS Functional Maturity views shows the Maturity aspects of Functions starting with the basic Fundamentals in place, moving to building aspects of Sound Practice and then finally establishing Best Practice. This provides a dynamic visualisation of progress.

An example of a Help Desk Function Maturity change progression could be as follows:

Functional Maturity Progression		
FUNDAMENTALS	SOUND PRACTICE	BEST PRACTICE
- Dedicated Help Desk Component	- Assignment of Queries to responsible Component	- Analysis of Customer issues
- Query Database System	- Follow up and escalation procedures and policy	- Service analysis inputs into Strategic Planning Cycle
- Trained Help Desk Staff	- Chargeable actions integrated with billing system	
- Customer Help Line		

