Eliminating your growth constraints to build Business Value

– quicker & better

ASI builds actionable solutions for growth and performance.

ASI's Objectives for Clients

Action Solutions Inc.

"actionable, doable & sustainable"

1. In concert with Subject Matter Experts (SME), develop understanding of current processes

2. Provide recommendations for updated procedures

3. Using our Cloud-based tools to build the required Authoritative Guides

4. Work with staff and SME's to refine and implement enhanced procedures

5. With your team, monitor and provide continuous improvements to the Guides

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Business Pain or Gain Research

Industry Canada defines SME as:
> fewer than 500 employees
> Sales of $50 million dollars (plus or minus)

> People

- o Unable to find adequately trained resources
- o *75% of SME's identified keeping and retaining valued employees as important

> Process

- o Unable to pursue sales opportunities effectively
- o 62% of SME's lack adequate training and skills development
- o 58% of SME's have trouble recruiting new employees with the skills needed

> Technology

- o Slow to innovate, develop and use e-business solutions (digital leverage)
- o 48% of SME's face technology issues in general (i.e. adoption and use of tech.)

> Operations

- o Poor business planning and operations process to support the business
- o 57% of SME's struggle to manage government regulations and the cost of compliance

(* Reference: 75% of SME Study - http://www.ic.gc.ca/eic/site/sbrp-rppe.nsf/eng/rd00082.html)

Business Pain Research

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> Decreasing Productivity due to multi-tasking or interruptions

- o In a study of a 1000 employees, Basex, an information technology research firm, found that 2.1 hours per day is lost to interruptions. This figure indicates over 26 percent of the average workday is wasted due to multitasking and unwanted interruptions*.

- o University of California discovered that the employees only spend an average of 11 minutes (focus time) before being interrupted or having to move on to something else. It then took them 25 minutes to work their way back to their original task.

- o Microsoft Research Labs found that following an interruption, such as an email or phone call, the participant then moved on to something different 40 percent of the time. It is incredible that only 60 percent of people stayed focused on their original task after an interruption.
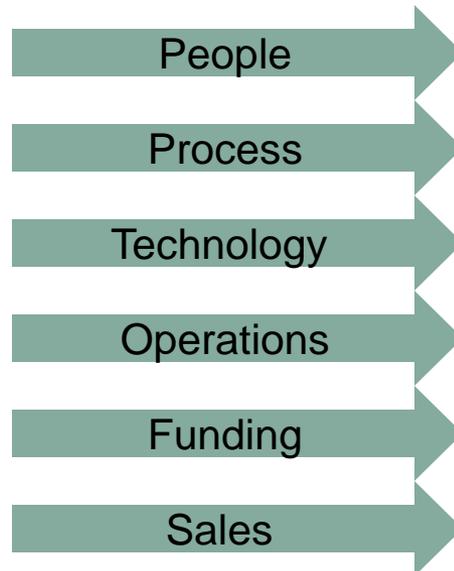
Not being able to concentrate, may mean it is costing a company as much as 20 to 40 percent in terms of potential efficiency lost, or the time cost of switching tasks

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(* References: Josh Waitzkin, "The Multitasking Virus and the End of Learning? Part1," " If Multitasking Counterproductive?" American Management Association, June 19, 2007

ASI builds Solutions for Performance

Action Solutions Inc.

"actionable, doable & sustainable"

Business Gain or Pain Areas!

Your Business (today)

- People
- Process
- Technology
- Operations
- Funding
- Sales

"Rapid guide development, rapid corporate deployment and rapid success!"

Your Business (tomorrow)

- ASI builds web-ready, documented process guides to solve your business pain and to provide a path for business growth.

- ASI builds customized Authoritative Guides™ that are immediately "**actionable, doable & sustainable** " by your team.

Leveraging "know-how" to Improve Performance
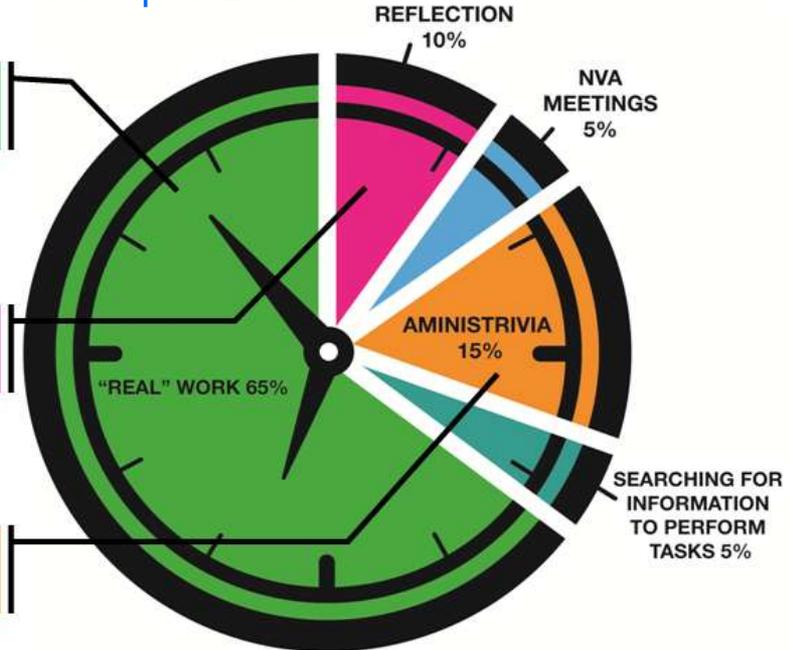
Current "as is" state   Future " to be" state
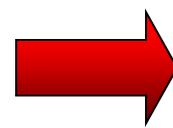
Improvements in "real" work being performed
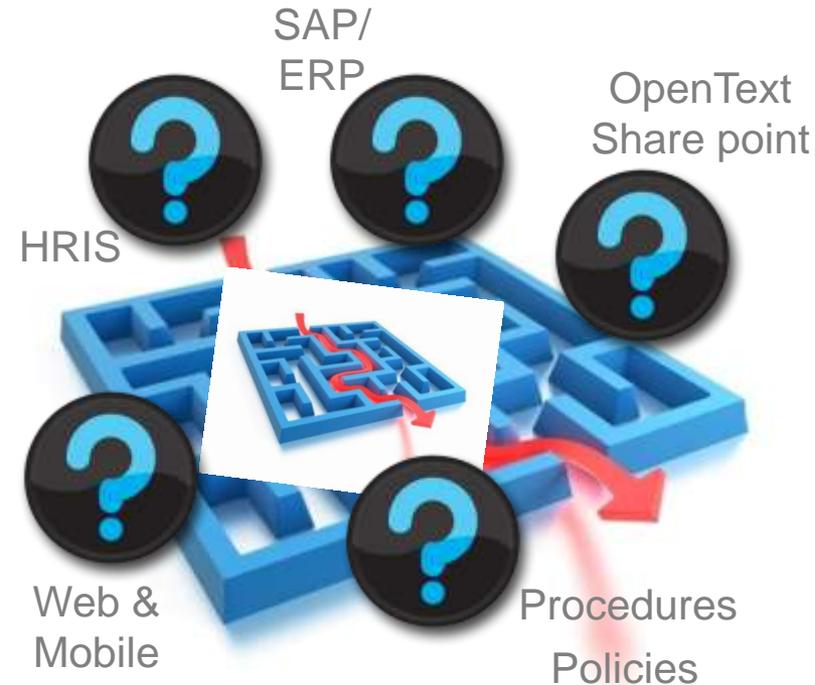**to increase business value.**

With the rate of organizational change, few people achieve competency before they leave or change positions. Authoritative guides provide and enhance your business by packaging and leveraging knowledge:
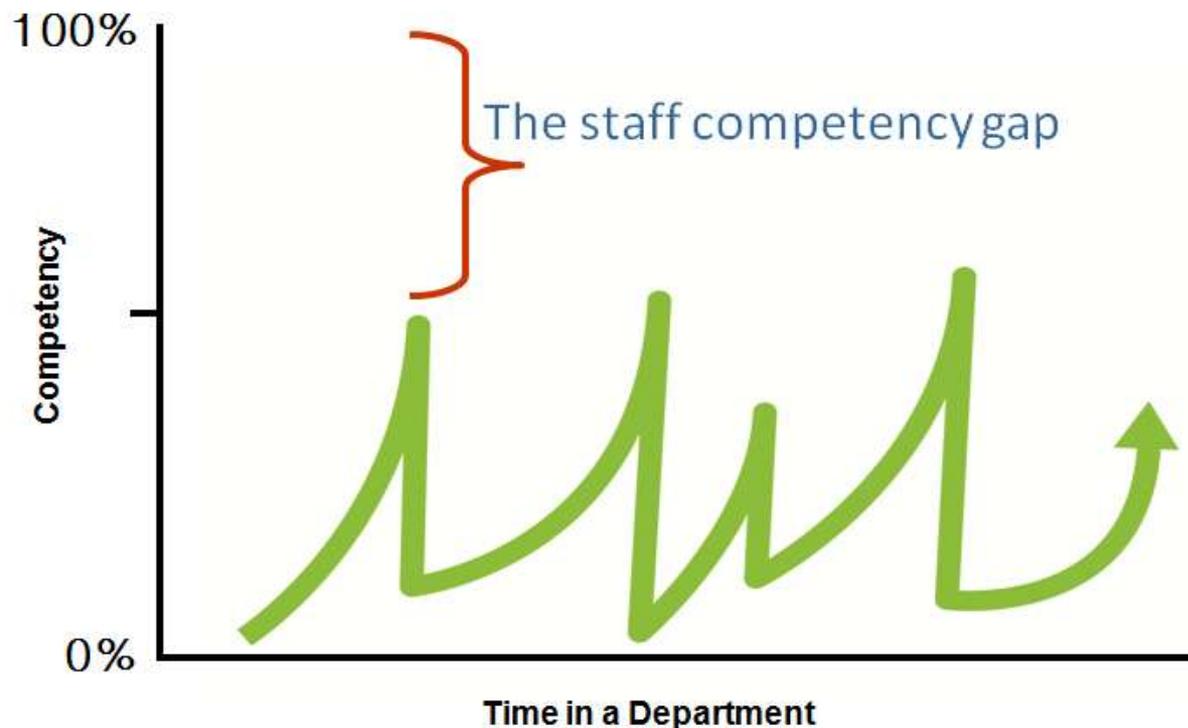
Average time to competence = 10,000 @work hrs (~5 yrs) and Average tenure = 2.5 years

Reduce fog and improve "Business Performance"

SAP/ERP

OpenText
Share point

HRIS

Web &
Mobile

Procedures
Policies

ASI provides the guide to navigate consistently and repeatedly through the maze with **process clarity.**
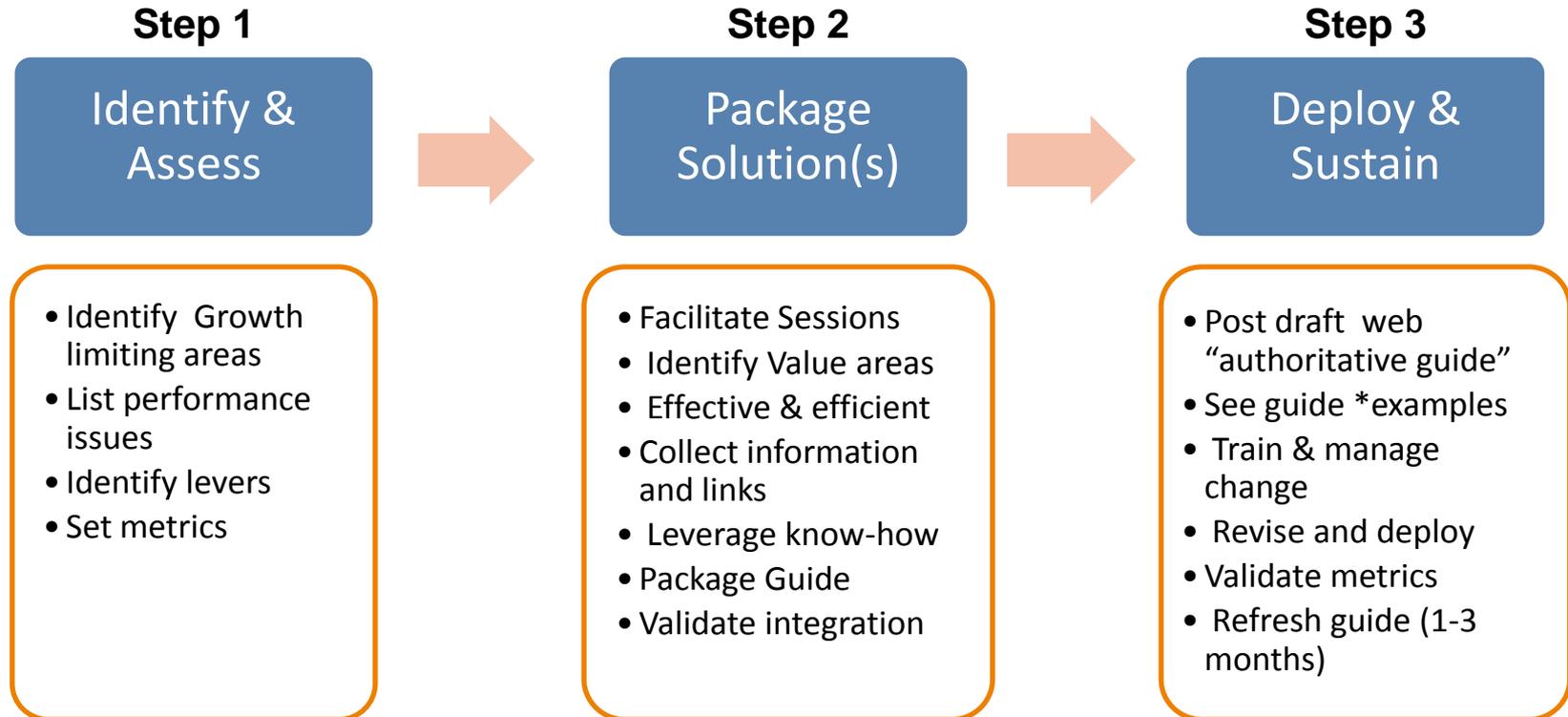
Resulting in
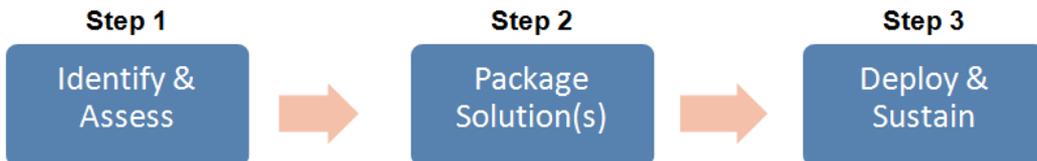
Operation effectiveness and performance leads to business growth and stability.

Reduces Organizational Risk (compliance) by providing consistent business Processes that embed "business know-how"

The ASI Process:

Step 1

Identify & Assess

- Identify Growth limiting areas
- List performance issues
- Identify levers
- Set metrics

Step 2

Package Solution(s)

- Facilitate Sessions
- Identify Value areas
- Effective & efficient
- Collect information and links
- Leverage know-how
- Package Guide
- Validate integration

Step 3

Deploy & Sustain

- Post draft web "authoritative guide"
- See guide *examples
- Train & manage change
- Revise and deploy
- Validate metrics
- Refresh guide (1-3 months)

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ASI Process to build Guides .. *for any business requirement*

Step 1 — Identify & Assess → **Step 2** — Package Solution(s) → **Step 3** — Deploy & Sustain

The ASI process results in a customized and living "**authoritative guide**" that is kept current and reflective of the Company's most recent routines and compliance issues.

ASI Authoritative Guides™

Business Planning Guide on the web

Visual Index Page

ASI Guides

Brief Demonstration

> Show Authoritative Guide examples:

> Attributes:

- Leverage **ALL existing** applications and infrastructure
- Complete portability of guides (office, web, mobile)
- One source for updating, authorizing and distributing
- Quick and cost effective
- Responsive to business, government or compliance changes

Guide Examples : http://www.actionsolutions.ca/ProjM

ASI builds Authoritative Guides™ to:

➢ Assist the company to increase business value

➢ Reduce your business challenges *(HR, Sales, Billing, Planning, Operations)*

➢ Provide "**Actionable, Doable & Sustainable**" guides for performing work better and quicker than your competition.

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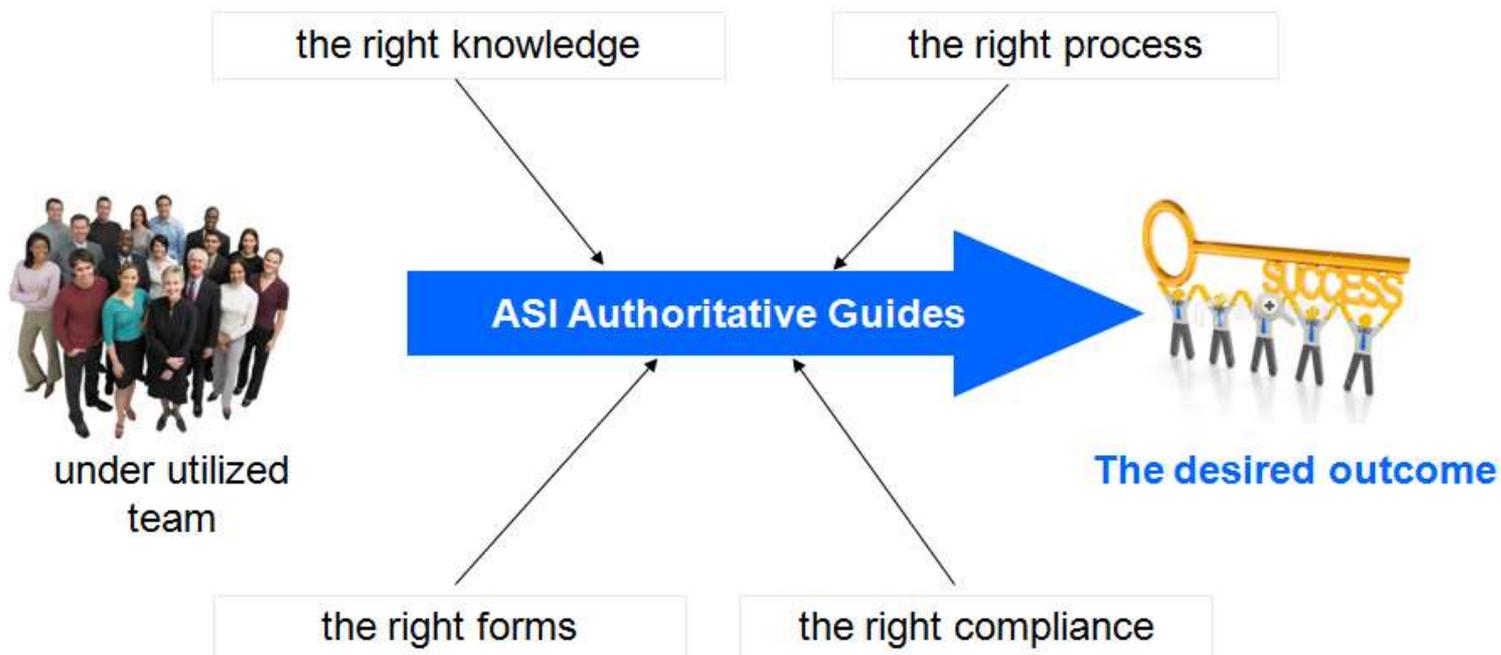
Results of an ASI Authoritative Guides™

> Cost Reductions (ranging from 20- 40%)

> Productivity Improvements

> Improved customer and staff satisfaction

> Reduced return visits

> Improved quality/workmanship

> Consistent repeatable installation (E2E) methodology

Thank you

Please Call me: for a discussion and assessment

Sasha Zupansky at (m) **416 402 8647**

> Action Solutions builds "actionable, doable & sustainable" guides for performing work better and quicker.

> ASI builds guides with you to increase your speed, performance and effectiveness.

> ASI can provide an assessment for you.

Email: sasha@actionsolutions.ca

Website : www.actionsolutions.ca

We quickly develop and deliver so that your company can **increase business value.**

Additional Slides

> Business Focus

Action Solutions Inc.

- > ASI is …Who we are

- > We support departments and organizations to "do better"

- > Work with client teams to quickly update legacy processes and keep them current and effective

- > We develop and implement Best Practices, Authoritative Guides to match business/chapter needs

- > How ASI does it - SWAT approach/required know-how now/integration/ hands on

ASI Authoritative Guides

> Consistent, Repeatable Results

> Update One Guide and then All Guides updated. Minimize possibility of mismatches

> Secured Interfaces

> NO annual software/User Fees

> Easily updated or Revised

> Cost effective solution for small and mid-sized organizations

Keys to Business Value

> Many businesses fail to package their products or services effectively. The fact is, the more tangible you can make what you sell the better.

> It's all great and wonderful about how your offering is but if people don't really understand what it is you are selling, then they simply won't buy because of confusion.

> **ASI Solves Business Pain with YOU by**:
> - o Describing and packaging the true value of their products or services (provide checklists, documentation)
> - o Using sales and marketing resources effectively (don't always re-invent the wheel). Consolidate required information in one place.
> - o Develop clear customer lifecycle plans with value tips & tools
> - o Use unique methodology and framework to expedite solutions

ASI Authoritative Guides are:

> Secured on either Client's or ASI Servers as directed

> Self contained with direct and automatic links to standard forms and procedures **regardless of the source**

> Intended to provide Repeatable results regardless of experience or preferences

> Intended to minimize the impact of staff and chapter turnover by simplifying and delivering consistent, repeatable processes