

A photograph of three business professionals (two men and one woman) in a meeting, looking intently at a tablet computer. They are wearing light blue shirts. The background is a blurred office setting. A large, stylized teal ribbon graphic is overlaid on the right side of the image.

## Struggling with Operational Change?

Our Rapid Diagnostics will help you get the benefits of change faster

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Be the 30% who reduce costs, improve revenue and improve customer satisfaction.

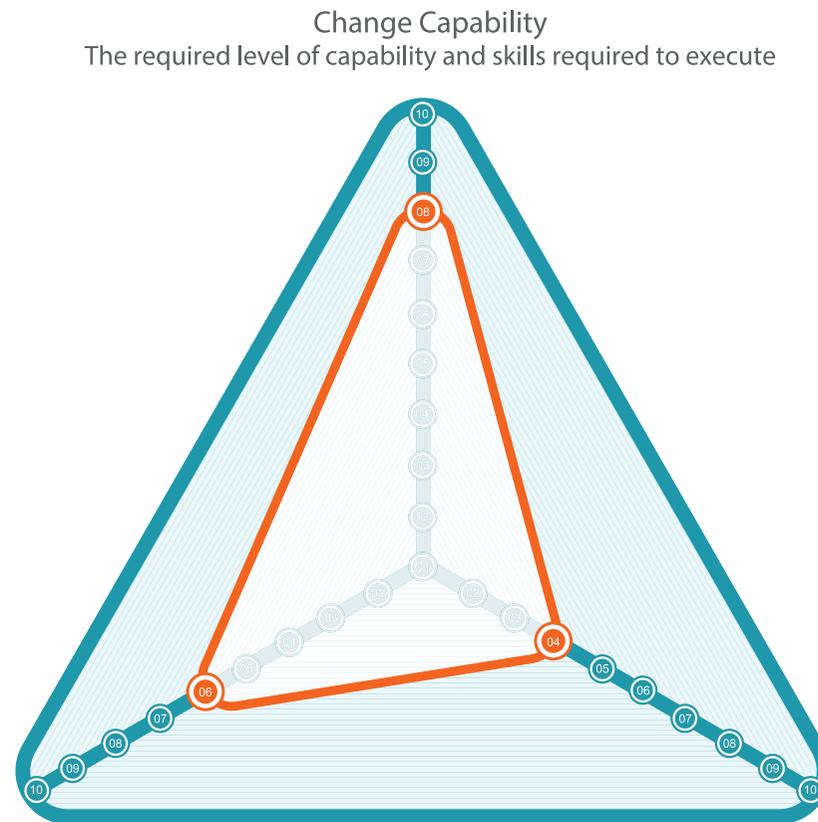
Your organisation may need to deliver operational excellence, doing more with the same or less, re design processes or change the way stakeholders or employees operate both in their individual behaviours and as teams. Before embarking on change, a rapid and relevant diagnostics can be useful to prepare you for transformation.

Our diagnostics can avoid unnecessary costs that build up later in your programme, by getting your change plan aligned at the onset. Utilising extensive researched knowledge and our wide experience in large scale transformation, can help you bypass pitfalls.

Our diagnostics will help you in highlighting major areas of focus and approach for the planning of between transformational change programme. We will provide you with insights, using a combination of high level data, stakeholder interviews and understanding of good practice. We are different - we avoid 'paralysis by analysis', however we provide practical insight that gives a clearer picture and holistic view in preparation for change.

# Our operational assessment diagnostic will give you rapid insight

Our three areas of insight will be in change capability, change leadership and operational opportunities.



Change Leadership  
Assessment of prevailing culture and its alignment to transformational change

Operational Opportunities  
Our view of opportunities that exist for operational improvements



## How do we carry out the Rapid Diagnostic?



**Questionnaire:** We ask you to complete a digital questionnaire across 5 areas: operational processes, reasons for change, change capacity, change leadership and culture. The questionnaire can be completed by multiple people in your organisation to give a rounded view of your current practise. Our questionnaire has been designed based on our operational change work with 30 different organisations and is aligned with formal research in this area to provide maximum insight on your readiness for change.



**Interviews & Data:** We will visit your premises and carry out focus interviews with relevant stakeholders across all levels to understand your organisation's expectations against operational strategy. We will understand your customers' (internal and external) experience of operational processes and analyse high level operational process data. We will 'sound out' the opportunities for operational improvement and seek to sense tacit knowledge around current change capability.



**Recommendations:** We will complete a concise report that outlines the main opportunities for your organisation in the three dimensions of change capability, operational opportunities and change leadership. We will present this to your senior team and relevant stakeholders, highlighting key areas of focus for your change plan. This will avoid costly corrections in future by helping you plan the right resources in the most cost effective manner for sustainable change.

>> Call our Director, Ketan Varia today, and get your transformational change on the right path [+44 20 3397 0686](tel:+442033970686) or email [bebetter@kinetik.uk.com](mailto:bebetter@kinetik.uk.com).

## Our approach is joined up

### We provide highly experienced consultants with expertise in transformational change to carry out the assessment

Each of our consultants has at least 10 years of implementation experience in change management. They use well-honed skills in analysis, listening, playback and questioning.

### We use research to assess your organisation for good practise

We use research from well-known organisations and, reputable and relevant research sources, to ensure that our assessment is based on a solid grounding. We will point to these sources of information in our diagnostic report.

### Implementation expertise & connection

We want to use this diagnostic tool to help you implement change. This is where our expertise lies. We can 'walk the talk' with you and when requested, we will leverage our network to connect you to colleagues in non-competitive sectors.

**kinetik solutions**



## Consultancy profile

Kinetik solutions is a UK based company which was formed in 2007. We deliver business transformation, process excellence and change management in operational settings. We have delivered work to several large and global organisations around the world and have an international pedigree of experience including Australia, Brazil, China, Mauritius, Sri Lanka and (naturally!) Europe.

We are the catalyst for operational change. In order to make change effective for our clients, Kinetik Solutions has developed three solutions areas which can be adapted for your organisation. We take pride in working with clients for sustainable results above all else. Each member of our team has extensive experience in large scale transformations in both private and public sectors with at least 10 years of senior business or consulting experience. Most importantly our team can blend and work within different cultures and leadership styles.

We craft our work based on 'on the ground realities' in combination with our experience and commitment towards perfection.

We work in collaboration, at all levels of your organisation, making our work value for money. We believe that the best way of embedding change is to develop a clear vision of future state, deep engagement with your change team and shaping key projects. We believe in keeping you always in charge and depart as soon as your team can sustain itself.

**kinetik solutions**



## We have clear values when working with you



Our focus is on high quality and integrity combined with agility



We actively engage with all levels of staff to discover the right solutions that 'stick' around the opportunity for change



We will work with you as a joint client/consultant team transferring knowledge from day one



Our goal is sustainability - we prefer change to be driven by client staff and not by external consultants over the long term



## Our solution areas



### Transformational Change and Operational Excellence

Creating the right change approach, implementation design and process excellence



### Technology Leverage

Utilise technology that allows operational excellence, digital value or new insight



### Creativity and Learning

Learn via digital, extend your thinking and collaborate



We have delivered change globally and across sectors



## What they say about working with kinetik



*“You have well and truly kicked off the beginning of our culture change. The vast majority of the feedback that I have received so far from the stakeholders, including General Managers for countries that have been completed, has been overwhelmingly positive.”*

**– Divisional Vice President, ADP**



*“This was a critical project for EMI and required a significant shift in culture within the company. The skills you brought to the role contributed greatly to the success of the project. Facilitation skills are first-rate and they really reduced resistance in the workshops before, during, and after the project implementation.”*

**– Programme Director, EMI Music**



*“Delivery was top-class. We have found in Kinetik, a partner whom we feel we can really work with going forward to help us with our Lean journey and add value to Nations Trust Bank.”*

**– Chief Operating Office, Nations Trust Bank, Sri Lanka**