

ACHIEVE PERFORMANCE EXCELLENCE IN TIMES OF UNCERTAINTY

The Poirier Group helps companies sustain the strategic integration of people, strategy, process and technology to achieve performance excellence, even in times of trouble

WHAT CHALLENGES ARE YOU FACING?

HOW CAN WE HELP?

PEOPLE

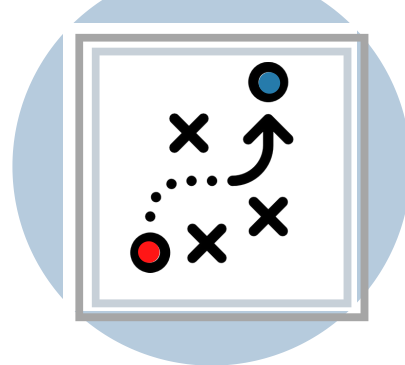


- Leadership cannot make difficult decisions and are not accustomed to managing teams virtually
- Difficulty with communication and coordination
- Professional development and training is halted
- Sustaining customer loyalty
- Maintaining employee productivity while working virtually

Continuing to optimize the exchange of value with employees is crucial. We will help mobilize your workforce during these uncertain times on a number of fronts:

- Provide leadership with the training they need to make critical decisions in times of crisis
- Launch effective communication plans for vendors, employees and customers
- Conduct Situational Awareness Training
- Develop skills and competencies virtually
- Maintain productivity and avoid burnout
- Learn to collaborate in a remote world
- Change Management

STRATEGY



- Unsure of how the crisis will affect our current strategic plan and how to adapt business goals to the current situation
- Difficulty creating alignment on strategies and actions and trying not to lose momentum on strategies in the face of a crisis
- Performance measurement and planning virtually

Recovering your business after crisis starts with high-quality strategy development principles and methods. It is essential that companies invest in their strategy with a focus on quality and speed. Our strategic plans are all backed by formal, disciplined performance measurement and evaluation to confirm success and bolster motivation

We will help develop and action:

- Scenario Stress Testing
- Risk Mitigation Strategies
- Business Continuity and Recovery Plans

PROCESS



- Business processes are unraveling or are incapable of meeting new demands
- People and Processes are at a breaking point
- Difficulty managing processes virtually
- Companies facing huge amount of change
- Essential services have difficulty managing inventory

What you do and how you do it are critical. Improving speed, quality and capacity will be critical to success for some. For others, right scaling, right sizing, right costing the business and sustaining process excellence as you do that will be the key. We will take an Integrated Systems Engineering approach, to improve and re-engineer processes across many functions:

- Roles, Responsibilities, Alignment and Accountability
- Operational Process Improvement
- HR Readiness
- Labour Source Alignment
- Value Stream Mapping

TECHNOLOGY



- Crisis is exposing IT Enablement flaws and gaps; we need to ensure we capture all this and fix it when this gets better
- Challenges transferring business to virtual
- The company is data rich but information poor

IT Enablement weakness are showing up as organizations go virtual. The ability to tap into hyper-connectivity with suppliers, customers, employees is a must-do requirement for success. We'll help you:

- Systematically identify the biggest risks and failure modes in your systems
- Rapidly mitigate performance issues with Agile Sprints and agility assessments
- Optimize IT disaster recovery
- Conduct availability assessments