

## Operational Performance Improvement

How to create high performance by reducing complexity and developing standardized and streamlined processes

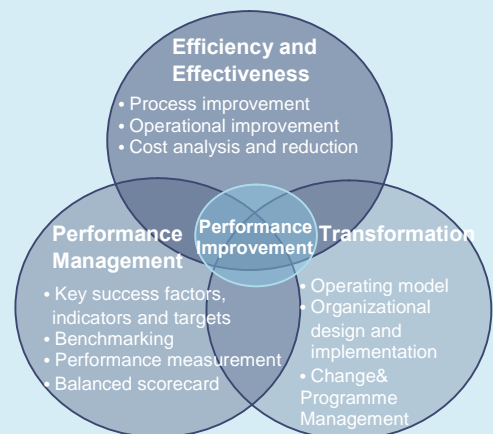
### Your Challenges:

- growing demands of customers and other stakeholders
- Increasing complexity of the business
- Inefficient, manually intensive processes
- undefined, undocumented policies and procedures
- unclear departmental roles and responsibilities
- increasing costs of servicing to customers
- inability to achieve desired synergies from mergers & acquisitions
- disparate financial and operating systems and data structures, and limited integration

Assessing how to achieve better performance is fundamental to the majority of businesses and as PwC Performance Improvement Consulting we offer a range of services to support our clients in improving the service they provide whilst making better use of their resources.

### What we do

- We help our clients identify the potential scope for **improvement through sharing best practice examples**
- We work with our clients to develop **efficient, effective and sustainable quality services**
- We enable our clients to **reduce operating costs** and minimize waste
- We support our clients to **enhance operations** through designing and executing methods appropriate for their needs
- We facilitate the development of a more **customer-centric approach to service delivery**
- We apply specialist skills to manage **organizational performance**



### How do our clients benefit?

- **Clarity** on how improving performance can work for their business
- **Fundamental quantifiable improvement** through realization of benefits, better operational performance, reduction in revenue spend and/or increased service delivery
- **Ongoing improved business processes** and information to sustain benefits
- **Actionable and quantifiable operational improvements**
- **Increased customer satisfaction**

### Why PwC?

- independent and objective perspective
- global network of consultants with capabilities of performance improvement
- detailed knowledge of industry specific best practices
- knowledge and experience of making real change to organizations not only in assessment and redesign but making change stick through implementation

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### PwC Contacts:

Contact our experts for more information on this subject.

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### How PwC can help:

| Areas of Focus   | Value to client   | Services  |
|--|---|---|
| <b>Scalable operating model integrated with the business</b> | <ul style="list-style-type: none"> <li>• Integrated architecture leveraging people, process and systems leading practices</li> <li>• Supports growth and facilitates integration of acquisitions</li> </ul>   | <ul style="list-style-type: none"> <li>• Assess current-state performance; identify and plan improvements in structure, process, people and technology</li> <li>• Design service delivery model and implementation roadmap based on stakeholder requirements</li> </ul> |
| <b>Efficient processing</b>                                  | <ul style="list-style-type: none"> <li>• Standardized and automated processes to drive cost efficiency and productivity</li> <li>• Customer service through improved operations</li> </ul>  | <ul style="list-style-type: none"> <li>• Assess process performance against benchmarks</li> <li>• Simplify and standardize business processes</li> </ul>  |
| <b>Organizational diagnosis and assessment</b>               | <ul style="list-style-type: none"> <li>• Ability to identify the root cause of organizational obstacles to success, including: strategic misalignment, duplication of efforts, inability to get things done and excessive conflict</li> </ul>   | <ul style="list-style-type: none"> <li>• Examine corporate and business unit strategy and identify key work components</li> <li>• Analyze current state organizational design</li> <li>• Assess workflow and roles &amp; responsibilities</li> </ul>                    |
| <b>Organizational design and implementation</b>              | <ul style="list-style-type: none"> <li>• Increased level of coordination among business units</li> <li>• Ability to align incentives to performance goals</li> <li>• Minimize complexity and maximize employee impact</li> <li>• Improved internal "customer satisfaction"</li> </ul> | <ul style="list-style-type: none"> <li>• Identify services provided and customer requirements</li> <li>• Develop conceptual design linked to strategic imperatives</li> <li>• Apply organizational structure best practices</li> </ul>                                  |
| <b>Improved reporting and performance management</b>         | <ul style="list-style-type: none"> <li>• Standardized and simplified reporting processes</li> <li>• Insightful analysis, key performance metrics, and business performance</li> </ul>   | <ul style="list-style-type: none"> <li>• Assess effectiveness of current reporting processes and systems architecture and evaluate improvement options</li> <li>• Redesign reporting processes to standardize, streamline and shorten time to report</li> </ul>         |