



## Business Plan Review - 1<sup>st</sup> January, The Park

Attendees Briefing Document to be distributed 15<sup>th</sup> November

### Meeting purpose

To ensure that everybody in the Management Team has a clear understanding of the “Any Business” Business Plan; together with a vision of the actions that each team will carry out to deliver the goals of the business this year.

### Desired outcomes

- A clear understanding by all attendees of the successes and learning experiences of last year.
- To reinforce a sense of involvement, engagement and responsibility.
- Utilise the benefit of testing all the components of the Business Plan in the public domain.
- To have created an opportunity for contribution by all those responsible and involved with the delivery of this years “Any Business” Business Plan.
- For all attendees to have briefed their colleagues as to the single most important thing their team will achieve during the year, and to have clearly defined the help necessary from colleagues to deliver it.
- An action plan for the next 90 days.

### Event Preparation

To engage fully in this activity it is expected that all Managers will have held meetings to test their teams in answering the questions listed in appendix A. The output from these team meetings will be circulated to all attendees before this event.

### Event Structure

Attendees should be prepared to contribute to the event by involvement in personal briefing, syndicate, open outcry contribution and written commitment to achieve the meetings desired outcomes. There will be significant output onto flipcharts. The collation, summation and distribution of this material to all attendees post event will be used to support the business improvement initiative throughout the year.

### Venue

The Park,

### Room Layout

6 Round Tables with 5 chairs per table with space for 4 flipcharts in each corner.  
1 table at one side 4 chairs for Facilitator, Sponsor, Administration and next speaker.  
Screen and table suitable for Projector and laptop. All presentation material preloaded on memory stick by administrator.

### Syndicates

6 syndicates in total - 3 syndicate rooms plus 3 groups to use Main Room. Composition of groups to be different for each syndicate session; see appendix B.



**Attendees**

<b>Event Sponsor</b>	ANO	Managing Director
<b>Event Administrator</b>	ANO	PA to MD
<b>Event Facilitator</b>	Mike Bennett	Broxburn Drive Ltd

<b>Other attendees</b>	Name	Job Title	Location
<b>30 in total</b>			

**Running order**

**1.0 10:00 to 10:35 Session 1**

<b>Why are we here</b>	<b>Presenter</b>	<b>Minutes</b>
1.1 Welcome to Event & Housekeeping.	Mike Bennett	10
1.2 Introductions, outcomes required of the event.	MD	15
1.3 "Any Business" Business Plan.	MD	10

**2.0 10:35 to 15:10 Session 2**

***Actions and plans to ensure delivery of this years "Any Business" Business Plan***

**Outcome required:** an understanding by all of the actions we must maintain and improve upon to achieve the business goals.

**Process:** 5 minute briefings, 3 slides, by Regional Operations Managers, National Sales Manager and National Administration Manager, followed by 10 minutes of questions from the floor. Questions should consider people, clients, processes, productivity and any other matters. The briefings will be based on the preparatory work and will cover new ideas, challenges, help needed from other teams, and how we are measuring and communicating progress.

All attendees will have received by 21<sup>st</sup> December a soft copy of every team outputs from the questions listed in Appendix A.

Syndicate groups will examine what actions we need to take to satisfy specific challenges over the coming 12 months.

2.1	Briefing : Operations Manager North	ANO	15
2.2	Briefing : Operations Manager South	ANO	15
2.3	Syndicate Exercises Group A & Group B: For the following questions	All	20

**A - What must we do to increase productivity for all aspects of the business in the next 12 months?**

**B - What are the challenges, and possible mitigations, of the paperless order/dispatch process planned?**



2.4	Syndicate Feedback	All	10
2.5	Briefing : National Sales	ANO	15
2.6	Briefing : Operations Manager West	ANO	15
2.7	Syndicate Exercises Group D & Group D: For the following questions	All	20

*C - What must we all do to capture all new order opportunities in the next 12 months?*

*D - What must we all do improve the accuracy of data input in both the field and offices?*

### **LUNCH (12:35 to 13:35)**

2.8	Syndicate Feedback	All	10
2.9	Briefing : Operations Manager West	ANO	15
2.10	Briefing : National Administration Manager	ANO	15
2.11	Briefing : Operations Manager London	ANO	15
2.12	Syndicate Exercises Group E & Group F: For the following questions	All	20

*E – Identify the top 5 areas of possible cost reduction within the business. What are the challenges, of delivering these savings this year; what can we do to overcome those challenges?*

*F - What new services and products must we launch in the next 6 months; who would buy them; how much would they pay??*

2.13	Syndicate Feedback	All	10
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### **3.0 15:10 to 16:00 Session 3**

#### ***Actions and commitments; not just words***

**Outcome required:** clear identification of the most important things that “Any Business” Ltd teams must achieve this year, and how to incorporate these requirements into personal SMART objectives for everybody in the business.

**Process:** Personal Action Plan for the next 90 days completed by each delegate.

Action Plans	All	25
3.1	Single most important thing my team must achieve this year.	
3.2	What help do we need from others.	
3.3	Single most important thing I must achieve this year.	

*Open outcry by attendees and collection of written record by the administrator.*

3.4	Close and thanks	MD	10
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### **EVENT END (16:00)**



*All members of the Full Management Team will ensure that the December team meetings throughout the business are extended by an additional 60 minutes, minimum, to accommodate the following session.*

*Responses to these questions will be collated and distributed by Event Administration to the attendees of the January 1<sup>st</sup> event in the pre event pack.*

*Key outputs, and subsequent plans, from this 60 minute session will be presented by Senior Managers at the January 1<sup>st</sup> event. Attendees will test these plans.*

## **Appendix A**

- 1 - What new ideas could we adopt to ensure that "Any Business Ltd" meets its goals for this year?
- 2 - What challenges does this team have in meeting the "Any Business Ltd" goals for this year?
- 3 - What actions can this team take to overcome or minimise the effect of the challenges?
- 4 - What help or contribution does this team need from other teams to meet the goals and overcome the challenges?
- 5 - How will this team measure its progress, at what intervals, and how will it communicate these measurements inside and outside the team?