

Introducing the Invennt business health check

The first step to a healthy business

January 2019





Diagnose and detect

Tried and tested model for diagnosing problems in construction businesses



Preventative care

Make the right choices to stop small problems from becoming big problems



Customer satisfaction

Companies that implement EFQM increase customer satisfaction by an avg. of 60%

When it's survival of the fittest, make sure you're fighting fit

A business is like the human body. They're a complex set of interdependent parts, each with their own role and purpose. When all those parts work *and work together*, the body thrives, but when something goes wrong, things can go awry. And like the human body, a business can't perform at its best until everything is working like a well oiled machine. That is why we developed the *Invennt business health check*.

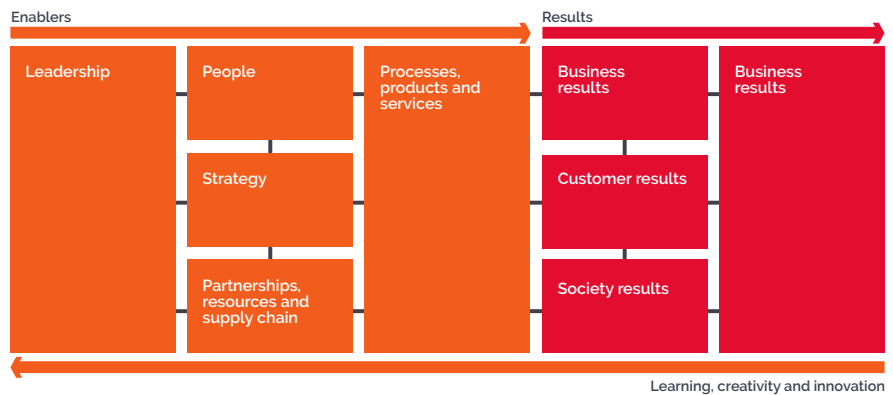
By combining best practice management theory with our detailed knowledge of the construction industry, we have developed a tried and tested model to identify the problems that businesses in the sector face. Like a good doctor we can spot the symptoms and determine the underlying causes. After all, it's only once you get to the root of the problem that a remedy can be found.

Using our process, we have been able to set countless construction businesses on the path to good health and offering the motivation and encouragement of a personal trainer, we support you throughout the entire process. We provide clear and concise guidance to address the specific difficulties your business faces, so you can begin to take corrective action and deliver an easy to digest health check report.

Theory meets practice: European Foundation for Quality Management Model

The world does not stand still and neither should your business. The interdependencies that exist within and between organisations, communities, countries and economies are increasing with every passing day. As a highly integrated and capital-intensive sector, construction is at the forefront of these changes. To remain competitive, businesses need to continually innovate and improve. Now, more than ever before, an organisation needs to understand, balance and effectively manage the needs and expectations of their stakeholders. **That's where the EFQM model comes in.**

The model aims to deliver sustainable excellence in which quality, efficiency and sustainability are the key elements. It uses a basic universal framework, enabling us to anonymously pool and transfer best practice between our clients. The model consists of nine criteria that are subdivided into five *Enablers* and four *Results*:



By adapting the model for construction, we've developed an assessment to identify and categorise the challenges within your business. Structuring the analysis in this way provides an ideal platform for improvement, as you can prioritise remedial action according to likely impact.



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What we deliver

We give you a simple two-page report that explains in clear terms the problems that your business faces, how we arrived at the conclusions and which areas require the most urgent attention. The graphic below shows exactly what you get in the report.

1

Executive summary

We summarise the key points of the report and highlight the main areas for attention in a format that can be easily disseminated throughout your business without management having to acquaint themselves with all the material in the report.

2

Methodology

We explain our methodology in a clear and concise way so readers can understand at a glance how we have arrived at the conclusions in the report. Transparency helps to socialise the findings of the report internally.



3

Criteria

We report back using five criteria based on the enablers in the model. Presenting the findings in this way aids comprehension at all levels of the business and enables you to anonymously benchmark against other organisations in the sector.

3

Speedometer

We use a clear visual ranking system that helps you and your team prioritise which areas require the most urgent attention. The speedometer ranges from poor to good and is based on the score assigned to each criteria according to our construction version of the EFQM model.

Deep dive or light touch

We can provide a deep dive analysis in which we immerse ourselves in your business or we can perform a light touch review with a mix of interviews and desk research.

Light touch	Notional Duration
Enablers	
Leadership: Assessment of your top one or two leaders in a conversational style interview, determining their fit for the current business challenges.	1 week
People: Conduct interviews with a selected number of people throughout the organisation and review the CV's of key people to assess technical and managerial competence.	1 week
Strategy: Undertake a desktop review of your documented strategy and how this is communicated to stakeholders in the business..	1.5 weeks
Partners and resource: Review of your selection criteria for suppliers and partners, including an evaluation of the forms of engagement for the selection of these organisations.	1 week
Processes, products and services: Determination of the suitability of your processes, products and services for your business context and strategy, including a desktop review of your IMS and latest audit reports.	1.5 weeks
Results	
People results: Review your means of assessing people performance and review the outputs.	1 week
Customer results: Review your project close out procedure, including customer satisfaction survey results. Other indicators such as repeat customers, referrals and time to settle final accounts will be assessed.	1 week
Safety, health, environment and quality results: Conduct a desktop review of your statistics and assess them against your strategic aims.	1 week
Business results: Utilise key financial ratios to assess your company's ability to deliver against your strategic objectives.	1 week

Enablers

Leadership: Attendance at a number of board meetings to review the businesses governance processes coupled with individual interviews with each director to map the competence and styles of your leaders against the business context.	3 months
People: Analysis of the competence and morale of your people through several metrics and assessment of how the culture of the organisation fits with your strategy and stakeholders.	3 months
Strategy: A thorough review of your business and parent company strategies. Business planning, its communication and execution will be examined, along with an investigation of alignment and consistency.	4 months
Partners and resource: Performance of an in-depth analysis of your supply chain and partners selection process to assess alignment with current business strategy including potential emerging markets.	3 months
Processes, products and services: Conduct a full audit of your processes to independently assess their suitability for your business and identify areas that require the process to be codified. Facilitation of workshops to identify and capture innovation and improvement in products and services.	4 months

Results

People results: Assessment of your performance measures and determine how recurring patterns of behaviour might be affecting your people and business.	2 months
Customer results: Review of the suitability of your metrics, and interview a selection of your customers to determine the degree of alignment between your performance and strategic goals.	3 months
Safety, health, environment and quality results: Review of your lead and lag indicators to determine where strategic interventions might be required to improve performance, reducing the risk and impact to your business.	2 months
Business results: Undertake an in-depth review of your business performance, assessing your ability to satisfy stakeholder expectations and achieve other aspirations such as raising additional credit, maximising cash flow performance and preparing for investment or divestment.	3 months



Next steps

Contact one of the team to book an initial consultation and we will work with you to tailor our methodology to suit your business.



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