

Zest Test Your Cost of Quality

Drive down the cost of errors, inefficiency and rework

Zest Tests are OTS Management's series of proprietary business diagnostics, or audits, of business processes, specially designed for the Small and Medium Enterprise (SME's).

The Zest Test of your cost of Quality will:-

- Help to focus team members on the way you do business and the way you treat your customers
- Stimulate your appetite for the financial and profit opportunities that could arise from a structured Quality Improvement program
- Force managers to recognise the crucial role that cross-function processes play
- Pinpoint the core business processes and operating areas that offer the most significant improvement opportunities
- Quantify quality problems in monetary terms
- Reduce waste, delays, mistakes and having to rework jobs
- Increase customer satisfaction
- Increase staff satisfaction and staff retention levels
- Improve business competitiveness, foster innovation and reduce time taken to develop new processes or products
- Increase profits quickly.

How we do it

The OTS Management Zest Test of your Cost of Quality is conducted in six steps.

Step 1: Planning

In this step we meet with you to choose your team which we will facilitate in the conduct of the tests.

We strongly believe that your key people should be involved so that they own the processes and there is skills transference for ongoing reviews.

Senior members should be involved in the Zest Test team while key people involved in the processes should be involved in the Process Assessment Teams.

We help you choose the processes to be analysed and help you to communicate the plan to all employees so that they contribute openly and freely. Effectively communicating the intentions will help to put aside fear an increase enthusiasm.

Step 2: Training

Not all teams will need training in processes used in Total Quality Management. We will assess training needs. If we believe training will be necessary, upon negotiation with you, we will set up initial training workshops in a straightforward process that will offer substantial long term advantages long after we have left.

Step 3: Define and Map Business Processes



In this step the Zest Test team will define objectives of the business processes being investigated and map them out for a clearer understanding.

At the same time they will gather data to help them allocate realistic costs. This data will be from in-house sources, and as data is gathered, they will be assessed for relevancy.

What's your organisation's cost of not getting it done right?

Once the work is clearly defined, assessment starts.



Step 4: Determining the Cost

Firstly the Process Assessment Teams use brainstorming tools and techniques to determine bottlenecks and other sources of waste, delay and rework. Using techniques such as the Cause and Effect Fishbone diagram they will analyse reasons for these issues and categorise them as either caused by Men, Machine, Money or Method.

Then the teams will interview employees to get their input on causes and solutions, as well as any further unsuspected Quality costs.

The teams will also use agreed formula and information to allocate financial costs.

Step 5: Reporting

Assessment reports will be prepared by the Process Assessment Teams. These condense and summarise the cost information that has been gathered, providing the Zest Test team with consistent data to base their conclusions.

The Zest Test team will then prepare an overall report that will identify priorities in relation to cost and improvement opportunities.

The report will also cover responsibility for improvement, action plans and review strategies.

Step 6: Implementation and Monitoring

The findings will need to be accepted and communicated so that everyone can take responsibility for their actions in the business processes.

The key for senior management will be to accept ultimate responsibility for cost improvement but empower staff to identify and reduce cost.

An implementation plan will be produced in this phase, as well as a continuous program of monitoring and improvement.



The Zest Tests have been designed as off-the-shelf products aimed at SME's by Teik Oh, Director and Principal Consultant of OTS Management.

Teik is a Chartered Accountant qualified (1979) in the United Kingdom and Australia. Teik provides expertise in the areas of Business and Strategic Plans, Business and Organisational Reviews and other Organisational Development needs.

In the late 80's whilst with Arthur Andersen, Teik was seconded to their world headquarters in Chicago where he headed up a team that wrote and delivered business consulting programs for Arthur Andersen consultants worldwide. During this period he worked in the US, Japan and Singapore delivering the programs and managing client assignments.

About OTS Management

OTS Management is a quality and value driven boutique consulting and accounting company that provides organisational development services to commercial, growth-oriented Small and Medium Enterprises who require business services, advice and coaching.

We give our clients comfort in their decision-making by providing them with our experience and independent advice that saves them time and helps them grow. Unlike other accounting services companies, our clients have significant contact with our senior people.

We meet our own high expectations in order to exceed the expectations of clients.

Our services include:

- *Change Management consulting*
- *The Zest Factor - find the zest in your organisation*
- *Strategic & Business Planning*
- *SMART Marketing workshops*
- *Team Development workshops*
- *Performance Management Systems*
- *Zest Tests - Business Diagnostics on your organisation*