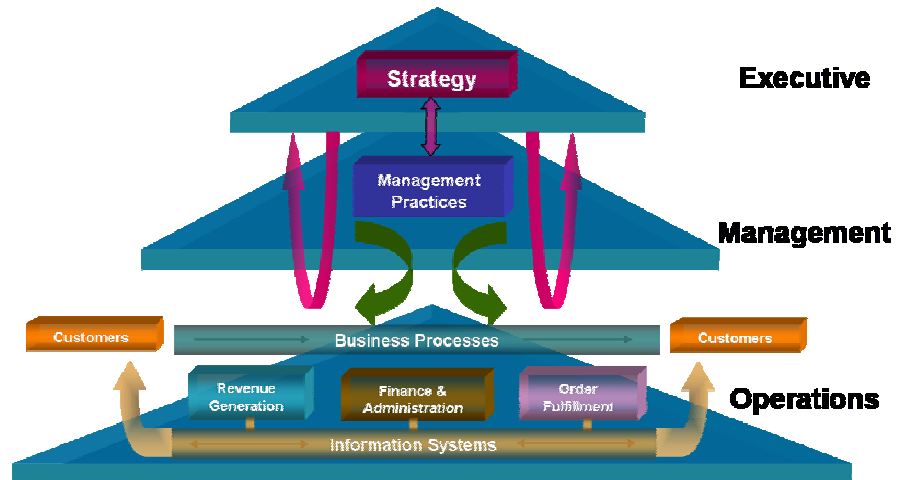*Executive Freedom*

Management Empowerment

Efficient & Effective Throughput

Reliable & Timely Information

Strategy — **Executive**

Management Practices — **Management**

Customers | **Business Processes** | **Customers**

Revenue Generation | **Finance & Administration** | **Order Fulfillment** — **Operations**

Information Systems

About SatiStar

"Sati" stands for "Social and Technical Interaction".

The SatiStar approach focus on reducing costs, reducing waste and rework, reducing cycle times, reducing defects, increasing accuracy and on-time delivery.

The Business Improvement approach accelerates the achievement of desired business results.

SatiStar Mission: To experience the joy of helping our clients excel at what they do.

Business Improvement Approach

Most companies grow organically with the owners directly involved with operations and management. As a company grows a middle layer of management is inserted between the owners (now executives) and operations. Moreover, as operational functions grow silos develop between operational functions that hinder effective delivery.

At SatiStar, we understand how this organic growth model evolves and where to look for improvement opportunities.

Our approach entails looking at a business from the executive, management and operational levels and studying the alignment between functions within and between functional areas.

This approach is backed with a clear understanding of how information can integrate with business processes for maximum performance benefits.

The SatiStar method involves an holistic approach to your business to identify gaps and misalignments between your strategic intent, management capabilities and operational efficiencies. Once identified, a roadmap for improvement can be established that clearly marks the path to enterprise improvement.

The Goal Is "Executive Freedom"

The role of an executive is to lead the company into the future with effective strategies and stewardship. The biggest barrier to executive leadership is finding the time to focus on leadership activities.

When an executive must spend time at the level of management or operations at the expense of leadership activities, a company will eventually suffer from that loss of stewardship.

SatiStar offers the prospects for the "freedom to lead" by helping executives understand how to fix problems that distract them from stewardship. With activities from strategic alignment through to cleaning up operational inefficiencies, SatiStar will take the "management monkey" off your back, so that you can focus on effective leadership and proper stewardship.

The Goal Is Managerial Empowerment

As a manager you face two equally challenging tasks.

- Manage all aspects of operations that fall within your scope
- Manage your executives

SatiStar offers the prospects for "management empowerment and accountability".

By understanding where the gaps are in your organization, and how these impact management capabilities, SatiStar can improve organizational effectiveness. For example understanding how policies are deployed and managed, and the value of closed loop management practices provides clear insights into areas to improve a manager's effectiveness.

A review of the Key Performance Indicators (KPI's) and how these align across departments provides for clear and capable management. When managers have timely and reliable information, with the tools to measure and analyse performance, managerial effectiveness goes up.

The Goal Is Efficient and Effective Throughput Processes

Company growth does not happen evenly across all organizational functions. Some parts of the business grow faster than others. As with any process, "the squeaky wheel gets the grease".

The result of this organic growth model is a set of departmental "silos" rather than a coherent end-to-end customer focused process. Where there are silos in a company, there will be gaps between departments and between company functions.

At SatiStar, we believe that a customer-focused approach requires a single business process that starts with the customer and ends with the customer.

A customer-focused operations is coherent, and consistent in its practices with no gaps between operational units.

The SatiStar approach is designed to find and correct process inefficiencies within functional units as well as between operational units.

The Goal Is Reliable and Timely Measurement Capabilities

To improve something you must be able to measure it. Business improvement requires automated control systems that capture and deliver information that is reliable and timely.

With the tools and capabilities available to day there is no excuse for an IT department to not "look like a hero to their company".

Let SatiStar show you how to integrate information with your business, management and executive processes

Sati★Star