



## Pétanque Business Specialists

“Processes are what create the results that a company delivers to its customers”

- Dr Michael Hammer

We focus on enterprise management elements through a process approach. **Existing franchisors and businesses considering franchising** will benefit from our easy to use, interactive and outcomes driven techniques that highlight new, under-performing or expansionary areas of the business and address the “who needs to do what, when”.

We compliment **enterprise roll-out or expansion** specifically in:

- Strategic Planning
- Business Planning
- Best Practise Processes
- Establishing Standard Operating Procedure Manuals
- Building Performance Management into the enterprise
- Defining Risk and creating Risk Management Plans
- Creating platforms and documentation for Training
- Effective communication relating to business direction and processes
- Project Management and Training in the TenStep PM methodology.

### Franchise Management checklist

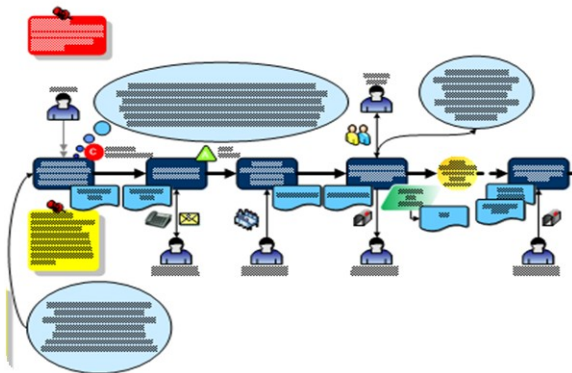
- Strategic and business plans that make sense and engage enterprise role players
- Business Processes which are defined and re-engineered for improved practice, and documented with buy-in from process role players
- Interactive learning, cross and up-skilling
- Change Management
- Organisational Structuring
- Risk Management
- Performance Management
- Effective communication
- Successful projects

### Strategic Development and Planning

Strategy planning round tables are interactive sessions with key role players to align business goals and objectives, resulting in a Storyboard type roadmap and strategic plan.

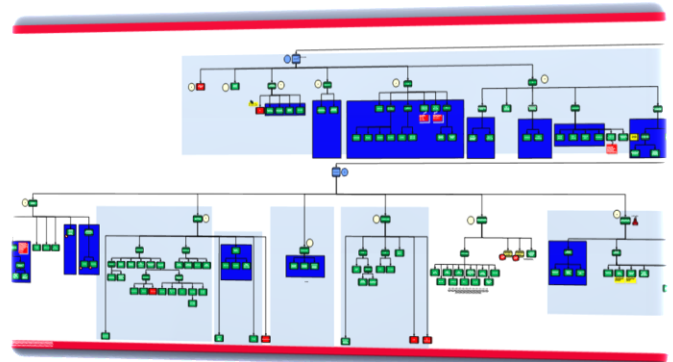
### Business Planning

A detailed business plan and storyboard facilitates clear interpretation and roll-out of the franchise operation or of new components of the business. The plan links to strategy, combining the elements of business planning with what processes are needed to deliver the plan.



and highlighting areas of risk. Each process is designed to be measurable through performance metrics and indicators.

From the processes, the organogram is derived, performance goals are defined, IT needs are identified, documentation flows are recorded and communication lines and methods are agreed on.



A Positioning Map

### Processes and Organisational Structure

The key processes to deliver outcomes are defined in Positioning Maps, and each process is documented in interactive, high energy work-sessions, in a step by step format, defining roles

### Standard Operating Procedures

The process maps define what to do and form the basis for the “how” or Standard Operating Procedures (SOPs). Based on the process maps, interactive book writing sessions with key operators create SOPs that are used as quality assurance and training manuals.

## Project Management

To deliver projects on time, in budget and within scope, requires skills and techniques. We at Pétanque are proud of our track record to deliver projects effectively, setting up Project Management Offices and in the results from our PM training through our TenStep partners.

Activity	Duration	Start Date	End Date
Develop project management plan	3 days	Thu 09/02/08	Mon 09/02/08
Design a customer survey with input from stakeholders, best practice benchmarks and the strategic goals of the client	3 days	Thu 09/02/08	Mon 09/02/08
Conduct customer survey and analysis, refining out non-viable needs	5 days	Thu 09/02/12	Wed 09/02/18
Conduct interviews with Stakeholders	3 days	Thu 09/02/19	Mon 09/02/25
Develop and Update Change Controller	1 day	Tue 09/02/24	Tue 09/02/24
VizPro process mapping interactive work-sessions	25 days	Wed 09/02/25	Tue 09/03/01
Analyse the current structure	3 days	Wed 09/02/25	Fri 09/02/27
Conduct desk top research and consult with international partners to establish best practice	5 days	Wed 09/02/25	Tue 09/03/03
Author LAC content, bring information editors	10 days	Thu 09/03/10	Wed 09/03/21

## Training

VizPro® process and procedure documentation sessions result in detailed and content-rich process maps and books. During the sessions skills transfer and up-skilling takes place, and the same information is used for follow-on induction and training.



## Communication

Process maps and storyboards are excellent tools to communicate new product or service rollouts throughout the organisation. They can also be used as an induction tool for new employees or business partners.

## Outsourced or in-house

Our VizPro® training and licensing transfer our skills to those enterprises who wish to apply our techniques in-house. Regardless of whether an enterprise sources our service from us or transfer our knowhow in-house, the benefits continue to deliver.

## Contact

We're happy to discuss further details of your requirements.

Please contact us to arrange a meeting:

(t) 0861 PTNQUE (786 783)

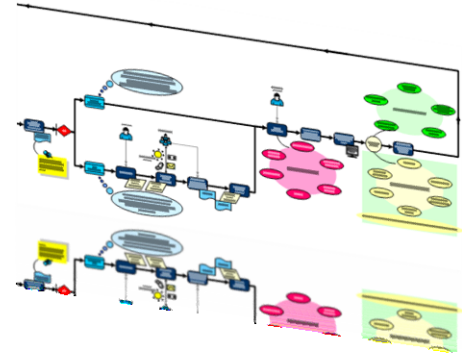
(c) +27 (0)83 4441020

(e) [info@petanque-c.com](mailto:info@petanque-c.com) (w) [www.petanque-c.com](http://www.petanque-c.com)

## Feedback from Clients

"The value of this is having a third party taking you out of the box, presenting the view from the outside. This assisted us in re-looking our rationale for what we do, refining and improving. It also delivers the end to end process, enhancing an understanding for inter-dependencies and logic. It forces a re-focus of what happens in the processes that drive what we do in our business"

*General Manager, SA Post Office Mail Business, 2008.*



"The visualisation of the process and the people involved, and the use of keywords to describe the activity in each step had an additional unexpected benefit: we have empowered people who don't speak English as their first language to supervisor or management positions, which sometimes causes communication problems. The visualisation was so powerful that our people now understand exactly what is going on, and productivity actually improved instantly."

*Director, Greenway Farms, 2008*

## Our clients



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