

## Business Context

Leadership and Strategy

Metrics & Finance

Customer

Supply Chain

Compliance & Sustainability

## Practices to be Analysed

Strategic Direction, Vision and Business Plan  
Communication Structure  
Teamwork Practices

Cost & Price Management  
Cashflow Management – Debtor Days / Inventory Days / Quick Ratio / FA Ratio  
KPI Management – QCD / Customer Complaints / Customers Won / Customers Retained

Building Customer Value  
Customer Service Systems  
Export – Brexit Impact and Preparation

Logistics Management  
Supply Chain Management Systems  
Sustainability – Brexit Impact and Preparation

Legal & Ethical  
Health, Safety and Environment  
Product Compliance Certification

## Production Innovation

Workplace Organisation

Visual Management

Equipment Management

Quality Systems

Lean Techniques

Process Technology i4.0

Tangible Resource Efficiency

## Practices to be Analysed

Housekeeping / 5S  
Safe System of Work  
Layout Optimisation

Process Condition Monitors  
Process Improvement  
Location and Status Indicators – Material, Schedule, Delivery, Equipment, Spares, Tooling etc

Equipment Maintenance – PM / TPM  
SMED Changeovers  
OEE Measurement & Loss Analysis

QC Systems  
Quality Measurement & Analysis – Customer Quality and Process Yield  
Continuous Improvement Activity – 6 sigma / Problem Solving Techniques

9 Wastes – Identification & Analysis  
Value Stream Mapping  
Material Flow – Kanban / Freezer Store / Refrigerator Stock / POU / Process Balance

Equipment Choice – Automation / Semi Automation / Manual  
Intelligent Processes - Robotic Process Automation (RPA) & Machine Learning (ML)  
Machine Sensing & Communication – Industrial IOT

Energy Usage Reduction  
Waste Management  
Space Utilisation

## Other Innovation

Product and Service

Intangible Resource

Organisational

## Practices to be Analysed

R&D / New Service Planning  
NPD / NPI Systems  
USP Enhancement

I.P Management  
Systems Development  
Knowledge and Networks

Motivation and Engagement  
Skills Retention and Personnel Development  
Continuous Improvement Culture and Customer Focus