

Why have a diagnostic and what value does it bring?

"In many organisations the management tend to view the operational healthiness of the business with slightly rose tinted glasses believing we are in better shape than in truth we really are. The 'dhp consulting' diagnostic was a valuable exercise in 'holding up the mirror' and getting a pragmatic and realistic appraisal as to the health and effectiveness of our multiple site operation.

*No doubt like me, you have had experience of consultants coming in and telling you that things are broken and they can fix it and sometimes the evidence provided is illustrative and indicative but **not factual** and real to you - the value of the 'dhp consulting' OPEX diagnostic is that the approach: its systematic, extensive and factual and based upon the organisations own measures and objectives. It is replayed with detailed back up and the clarity and understanding of the root cause is compelling.*

As well as insights into effectiveness, productivity and resource requirements there is also a wealth of value generated regarding the cultural health and skills of the organisation which when moving on from diagnostic into implementation we found useful in ensuring that both managers and staff were given practical support and skills. This also provided context for the resulting changes expressed in language and themes which the staff recognised.

In summary the value of the diagnostic is significant and tangible - the question will most likely be - armed with the resulting information does the organisation have the determination, commitment and skills to reinvent themselves in operational terms."

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