



# WHO ARE WE AND WHAT DO WE DO?

**Business Associates Network Pty Ltd**

trading as

**The Management Practice**

## **The Management Practice specialises in:**

Working with Managing Directors, to implement the MD's plans and ideas through the day-to-day actions of their staff, so as to systematically Improve the Performance of the business.

TMP provides simple and practical hands-on coaching, consulting and support; together with special skills and tools (TMP's Intellectual Property) to ensure that what people do is, "Right first time, and right every time".

The approaches used are

Reliable,

Repeatable,

Sustainable, and

Applicable to any institution;

Big or small;

Public or private;

Profit or not-for-profit

## **The Approach**

All TMP consultants that provide personal on-site support for the business are senior and experienced. They have extensive qualifications covering several fields of business but are especially valuable because they have practiced in a wide variety of large and small businesses.

The individual associates on site are supported by all the TMP partners who ensure that the strictest business standards of practice and confidentiality are maintained. All activities on a client site are fully documented and can be reported on as and when required. The team regularly works with other specialists, especially the accountants, outside or inside the business as and when required.

## **Fees**

TMP works with each client in advance to establish an agreed service plan and delivery measures, involved in performing the work. The preferred approach is to establish the scope of work on a monthly rolling basis and to implement a monthly review progress that incorporates any adjustment of directions. There is therefore a fixed fee always known a month in advance. The fees charged are based on the time projected for doing the work. Fees are billed monthly with payment terms being 14 days from invoice.

## **Location**

133 Alexander Street  
Crows Nest,  
2hr free parking in Holtermann Street  
8.30am - 5.30pm, Monday to Friday

## **Contact Numbers**

Telephone: (02) 9431 5305  
Fax: (02) 9439 2738

## **Postal Address**

133 Alexander Street  
Crows Nest,  
NSW 2060

## **Email**

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## **Business Number**

20 083 601 138

## The Team and Tools behind The Management Practice

**TMP** is a group of like-minded experienced senior managers led by Dr John Troughton who have combined **the "best of the best"** management approaches into a practical, easy-to-understand management framework. They are aware of the cost constraints on businesses, yet the need to bring a wide breath of experience to each project.

In developing this innovative approach TMP have captured their extensive experience in companies with research into business management. By customizing a basic methodology to each business, it has been possible to provide a cost effective way to implement the requirements of any managing director. **We call this approach "Action Management"**, taking control of all actions in the business. This is specialised TMP Intellectual Property.

**Action Management** works by converting all the ideas and concepts of the Managing Director into a manageable structure that can then be executed throughout the business. It is aimed to focus the whole team on the same view of the business as the Managing Director and is then able to track the success of the implementation. It involves the accountability of all staff. It is a proven approach to systemising business improvement and management.

## The Management Practice Methodology

The Management Practice Team on has methods to manage:

**Strategy development.** Defining the MD's direction for the business

**Execution of the strategy.** Setting up all the actions needed to implement plans and the identification of priorities for immediate action

**Ongoing business performance.** Setting measures and targets.

**Ongoing conformance.** Fixing things that go wrong

**Accountability.** Having all the staff working to their accountabilities

**Visibility of all actions.** Opening visibility so that everyone knows what actions are being done and their progress to completion

**Staff performance.** Having all staff understanding their job, their own job goals, and their contribution to the business

**Teams.** Fostering team-work and individual initiatives through constant staff interaction and team meetings as required

**Reporting.** Communicating to whom, as and when required

**Knowledge.** Adding to the knowledge available in the business

The special tools developed by TMP ensure that :

- ◆ Business risks are identified and managed.
- ◆ Practical management aids are available for staff.
- ◆ Standard audits of operational actions are available as required.
- ◆ Incidents (non-conformance) are tracked with a business wide tool.
- ◆ Ideas from management and staff are captured and developed.
- ◆ Reminder list of deadlines can be created for all staff.
- ◆ Meeting agendas are maintained to track team commitments.
- ◆ Staffs have lists of their accountability for actions in the business.

## Examples of recent TMP programs include:

Video Production	Ambience
Building Services	Premier Fire
Sales Processes	Moore Printing Services
Printing	Kalamazoo, PK Printing
Process Control	Department of Defence, Bankers Trust, Moore Printing Services
Retail Shops	Bank of Queensland, Far Pavilions, Public Trustee (NSW)
Paper Flows	Cabinet Office NSW Government
Business Rules	Bankers Trust
Mining Operations	Three confidential clients
Call Center	Manchester Unity
Manufacturing	Showerrama
Warehouse	Far Pavilions
Order Entry	BHP Steel
Truck Loading	BHP Steel
Transport	Gregorys
Loans	Bank of Queensland
Corporate Governance	Manchester Unity

## Supporting the Assignments

**Dr John Troughton** - M Ag Sc, Ph D, D Sc, FRSNZ

John Troughton identified a major deficiency in business systems as a consequence of his experience as a Director and Managing Director of various companies. He concluded that although a Managing Director has a formal method, "the accounts and budgets", of conveying to staff the financial aspects of the business, there were no effective operational systems to convey the "non-financial" actions necessary to be undertaken to make the company successful and profitable. However he concluded that effective management of these non-financial areas are critical in determining an organisation's success or failure.

To resolve this, John reviewed how Managing Directors were attempting to convey their business strategy to staff and he combined this with "the best of the best" concepts from published International Management literature and his personal experience to devise a single solution that he called "Action Management". In 2002 he published his findings in his book "Action Management For Your Company".

In 2002 he formed The Management Practice and with a small team of partners he set about taking this pragmatic and practical approach to smaller mid-range businesses (30 to 150 staff). From these practical implementations his team has developed the "Action Management System". This system is designed to provide an MD/CEO with a quick and easy method of crystallizing and conveying their business strategy to all staff and at the same time assigning accountability. Action Management is a structured method of ensuring that all the people in the organisation are "doing the right things" and meeting the MD/CEO's performance expectations, with transparency of operations and risk visible to all personnel.

John's interest in business improvement started as a result of a project that he undertook to investigate the factors influencing the transfer of knowledge to businesses with less than 200 staff. He conducted a study that included visits to 200 businesses. The primary cause of difficulties in these businesses was the inability to gain cost effective access to the professional services necessary to improve in-house capability. This especially related to technology, HR and business management advice. The average small business manager cannot be expected to be an "expert in all areas" and normally does not have the financial resources to source appropriate external advice.

Action Management is the cost effective approach that has resulted.

John's academic achievements were gained at Canterbury University (NZ), Australian National University (ACT) and Stanford University (USA). He has produced over a 100 papers and books, and lectured and consulted internationally in fields as diverse as energy, biology, information technology and business management. His Corporate experience has been gained in both Public and Private organisations such as the DSIR NZ, Goodman Fielder Wattie, and as Director of eight companies in the food (fresh and processed), information technology, management and high technology sectors. Over 25 years Dr Troughton has developed a great depth of expertise in Conformance and Performance Management Systems. He was appointed as a Lecturer on this subject at the NZ Institute of Management College from 1975-85.

Dr Troughton has been consulting to small and large, domestic and international companies primarily in Australia and Asia since 1986. His consulting experience includes United Nations, PA Management Consulting Group, Drake International and as an Independent consultant. Projects have included the public sector e.g. NSW Cabinet Office, Malaysian Government, Public Trustee (NSW), and Sydney Water; listed companies, e.g. BHP-Bilidon, Bankers Trust, Bank of Queensland, Telstra, CIG and numerous smaller non-listed companies.

## **Mr. Blake Wilson**

Blake is a founding director of The Management Practice. He focuses on Business Improvement and Business Transformation consulting. Blake utilises his experience and specialist knowledge to deliver tangible financial benefits to his clients. Benefits such as reduced costs, increased sales, improving quality, better service levels and improved productivity.

Blake has seventeen years of consulting experience. At IBM Blake focused on Organisation Change Management/ Cultural change, the people side of large-scale systems implementations. For Drake an international human resources services company Blake worked with clients to minimise their labour costs while developing their organisational capabilities. For Philip Crosby a leading international quality management consultancy Blake helped clients improve service levels, reduce costs (re-work, duplication, OHS issues and waste) and improve quality. For seven years Blake worked with Proudfoot an international management consulting company, he is specialised in Business Reengineering and in the design and installation of management operating systems to drive improved profits by reducing costs, increasing sales and improving service levels.

## **Mr. Richard Burley – B.Comm**

Richard has worked in the IT and business services areas for his entire career. He has accumulated a strong record of success in both of these professional services areas at both Unisys Corporation and Fujitsu. His skills have been provided to the Finance & Banking sector, Government and Commercial sectors. He is a “hands-on” consultant who enjoys getting involved at both a detailed and strategic level. He has held a variety of senior line management roles including Executive Director of Paymate Pty Ltd and General Manager of Drake International, serving on the Board of Drake.

Richard has delivered projects covering HR Consulting, Outsourcing, Strategic Planning, and Business & Marketing Planning. He implemented a Strategic and Operational Plan for a large Services Provider (ASP) in the Funds Management industry which included the repositioning of all client services into a new e-commerce delivery platform and the redefinition of all staff roles and productivity measurements in line with their new e-commerce business paradigm. At Paymate he worked as a co-director (and shareholder) in all aspects of the planning, business design, growth and profitability of this e-Commerce Financial Services business. He has consulted to many companies in implementation of new systems that he has designed and the change management that supports them. He has been an advisor to the Australian Tax Office in their implementation of online electronic lodgement and payment of Business Activity Statements.

Recently he has undertaken several Business Performance Management projects that involved mapping and analysis of existing process, new process design, implementation & measurement, establishment of new business KPI's for sustained growth, management of the change, and the implementation of the Action Management System.