



Azar & Associates

Business & Organization Design, Leadership and Management



Purpose, Work Volume and Flow

A 3-part, 8-step Focus on Management Fundamentals

*"It is no use saying 'We are doing our best.'
You have got to succeed at doing what is necessary."*

Winston Churchill (1874 – 1965)

Used for:

- ∞ Reality-based and Results-focused Planning
- ∞ New Service, Product and Fundraising Idea Development
- ∞ Organization Design
- ∞ Operations Management and Guidebooks
- ∞ Process Optimization
- ∞ Operational Assessments/Business Reviews

www.canopygroup.com





Purpose, Work Volume and Flow

Purpose, Work Volume and Flow (P,WV&F) is a 3-part, 8-step set of management fundamentals that provides the framework for managing any business or program initiative. **P,WV&F** is a natural, intuitive and hierarchical process that focuses on the fundamentals upon which successful ventures and projects are built. All initiatives can be seen as complications on these basic themes.

3 Parts

Purpose:
Determining the Opportunity

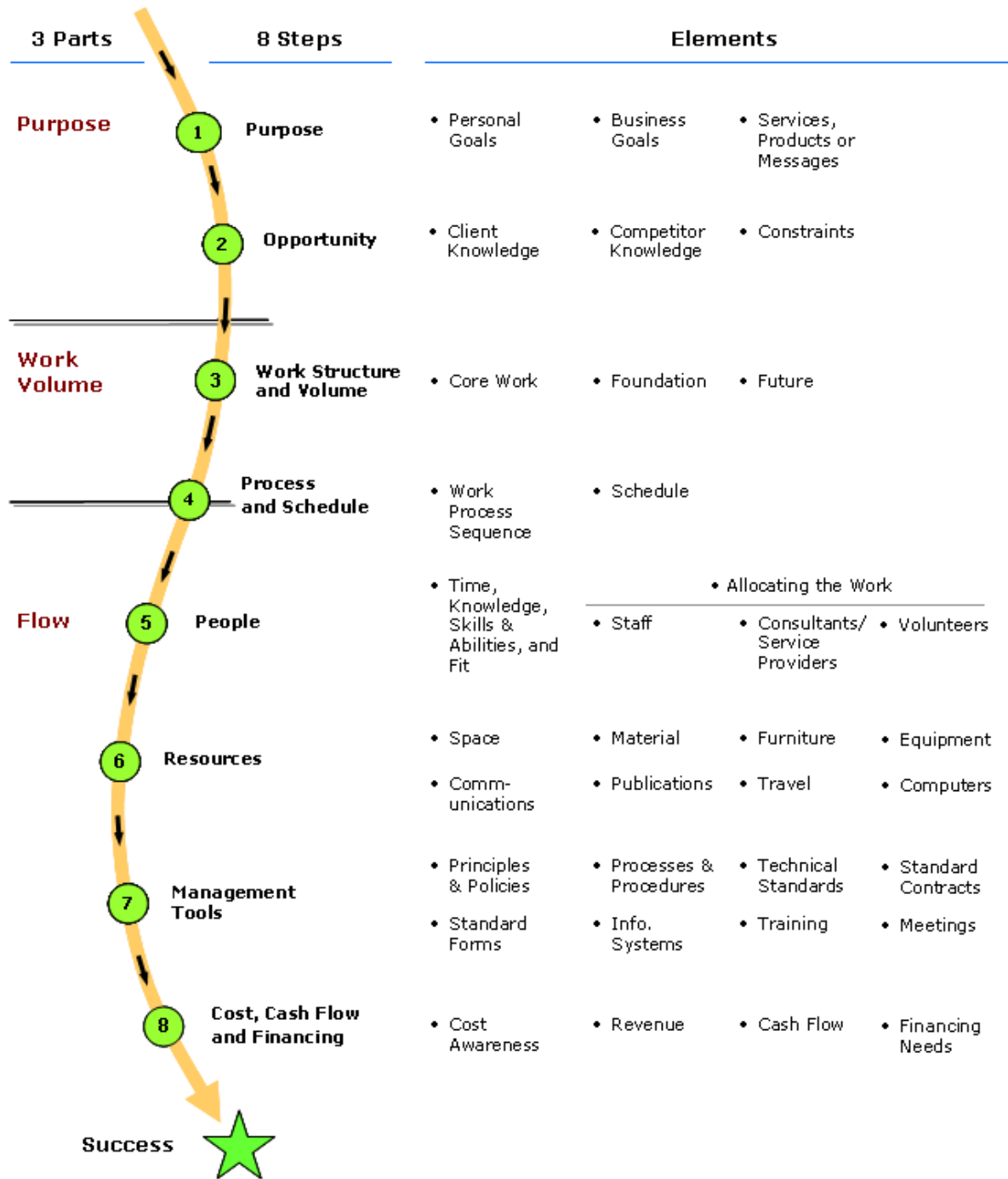
Work Volume:
Defining the Work

(Work) Flow:
Doing the Work

8 Steps

- 1. Purpose (So what..?):** Determining and clarifying the basic purpose(s) of the organization or project and the services/products being provided to meet the purpose.
- 2. Opportunity (Who cares..?):** Determining whether there are sufficient clients and supporters, what impact other service providers will have on your success and whether there are any legal, resource or other constraints affecting success.
- 3. Work Structure:** Identifying the work activities and tasks that must be performed to successfully deliver operational services, provide essential support and ensure future sustainability.
- 4. Process and Schedule:** Determining the effectiveness of work processes and identifying critical milestones.
- 5. People Requirements:** Identifying the time, knowledge, skills and abilities required to do the essential work.
- 6. Resource Requirements:** Identifying the material, equipment, supplies, etc. required to do the work.
- 7. Management Tool Requirements:** Identifying the management tools (e.g., policies, procedures, standards, training, meetings) that assist the doing of the work.
- 8. Cost, Revenue and Financing Requirements:** Determining the cost of obtaining the essential people, resources and tools and the revenue, cash flow and financing required to succeed.

Purpose, Work Volume and Flow Overview Map



Applications

Purpose, Work Volume and Flow provides the foundation for the following services:

Reality-based, Results-focused Planning

We help you develop reality-based and results-focused strategic, operational, sales and marketing plans that will guide you to business and program success. **Fact – Fiction-based-on-fact – Fantasy Fiction:** a plan is a best-guess forecast of what will happen in the proposed operational period. The closer a plan reflects operational reality (no fiction), the better it is able to guide implementation.

See the P,WV&F planning diagram on the next page.

New Product, Service and Fundraising Idea Development

Our idea generation and scenario development workshops help ensure your services and programs remain client-focused and allow for changing market conditions, technologies and practices.

Organization Design

Effective organization structures are determined by the **Work Structure** required to successfully deliver services and products, provide a solid support foundation and plan for ongoing sustainability.

Operations Management and Guidebooks

P, WV&F is used to guide successful operations that achieve the organization's purpose.

Work Flow Press process guides and related workshops enhance operational effectiveness and productivity. These easy-to-use process travel guides provide an operational overview of your business or organization and take users through all the major components, activities and tasks required to successfully deliver services, projects or events. Each major step is explained in the context of the whole process to ensure awareness and understanding

Process Optimization

Smooth operational process flow is essential for service delivery and program success. We design, assess and renovate operational and support processes to ensure they deliver services and products in the smoothest, most efficient and cost-effective way possible.

Operational Well-being Assessments/Business Reviews

We conduct overview assessments of an organization's state of well-being and ability to achieve its purpose. This includes identifying existing and emerging issues affecting service/product delivery, and general management and management service operations. The assessment leads to a diagnosis and prescriptions to remediate any issues requiring attention. We also assist with remediation plan implementation.