



TAS ADVISORY SERVICES
TRANSFORM | ADOPT | SUSTAIN

 **geographe™**

CASE STUDY

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THE SITUATION

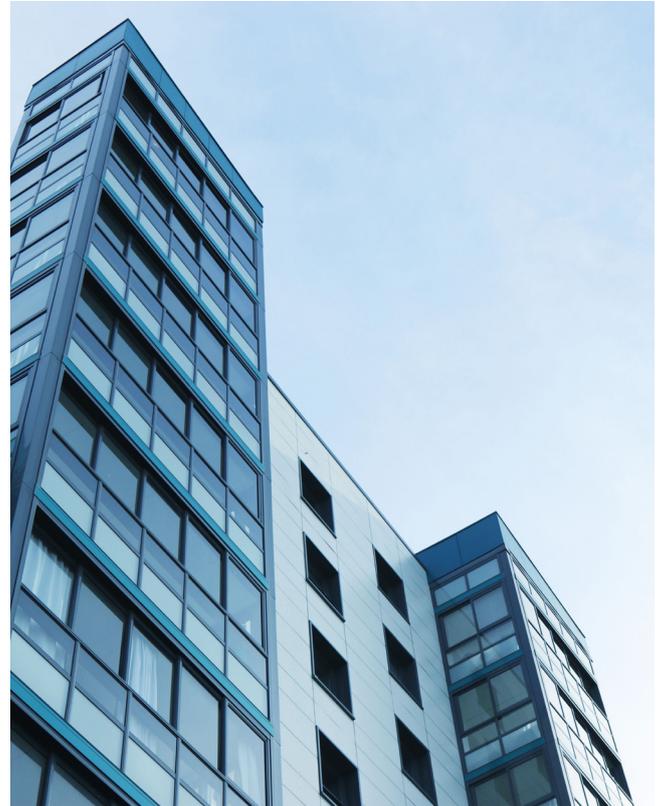
ABOUT GEOGRAPHE

Geographe is an Australian owned provider of commercial and technical engineering solutions to the mining, exploration, earthmoving, oil, gas and mineral processing industries. Geographe manufactures pins, bushes, gearboxes, gear products and wear components to suit major OEM brands including Atlas Copco, Caterpillar, Hitachi, Komatsu, Liebherr, Sandvik, Tamrock and Toro.

Tim Davies has worked at Geographe for over 17 years. He explains "Geographe is a family owned business, manufacturing replacement parts for mining, marine and agriculture in Australia and internationally. We're quality, safety and environmentally accredited, with 30 years of quality accreditation. Our manufacturing is in Bunbury and Kewdale, where the majority of sales and engineering staff are. We also have sales staff across Australia and employ around 100 people."

Tim is a Metallurgist, but recently took on the role of Business Process Manager, which is how he began looking at TAS Advisory Services and Promapp's role in the organisation.

Promapp is a web-based application used to create, navigate, share and change business processes, enabling quality assurance, risk management and business continuity. Geographe selected Promapp as their preferred business process management solution in 2017. Tim says "Initially Promapp was launched at the company, along with a lot of other projects such as the implementation of SAP, so Promapp fell off the radar." After the implementation training it was lacking buy-in from the wider business, and not being used as intended, because of this Geographe were not receiving a positive return on their investment in Promapp.



THE CHALLENGES

Tim defines the catalyst for review in 2019, "There was an overall business process review, which uncovered some alarming results. It sparked the motion of hiring someone to take on the role of heading up Promapp, which is the role I commenced. The figures for waste and rework were 25%, and that was down to not having effective and efficient processes. We also had month end reporting taking longer than expected, and that was due to a lack of defined processes."

"Another challenge to overcome was that there was a lack of transparency, leading to a lack of visibility up and down stream. A general feeling that employees had to micromanage their processes going through the business, as there was no defined or transparent process. Our labour efficiency ratio was significantly lower than standard benchmarks."

THE OBJECTIVES

01 ENGAGEMENT

Increase Promapp user engagement across the organisation.

02 TRANSPARENCY

Create more transparency within the business.

03 MANAGEMENT

Use Promapp for a centralised business process management tool, to demonstrate and control the business to align with the quality management system.

04 TRAINING

Ensure suitable training to all users across the business.

05 STREAMLINE

Streamline business processes across Bunbury and Perth locations and eliminate process inefficiencies.

THE SOLUTION

"We engaged TAS Advisory Services because of Director Troy Sweeney's experience with Promapp." Tim explains.

The solution for Geographe entailed:

- Perform a health check, identify business critical processes, and provide priorities for the next 12 months.
- Implement an adaptive and innovative process culture.
- Scoping Health Check and executing findings.
- Removing unnecessary processes and documents in Promapp.
- Restructure, redefine, and communicate the process government structure.
- Adjusting controls and establishing an appropriate training matrix.
- Establish appropriate training sessions, from beginner to advanced.
- Facilitate process capture sessions with appropriate teams, to ensure the entry of good quality processes in Promapp.
- Migration of processes to Promapp, structured around the change management approach.



Promapp usage is now up 117% month to month.



Around 93% staff are now trained and using Promapp.



2017-2020 there was one published process and 122 unpublished processes. Within months of engaging TAS there were 41 published processes, 119 in progress, and 7,535 process views.

THE RESULTS

Tim explains, "The change management TAS Advisory Services brought to Geographe has been invaluable. There's a defined approach that Troy has implemented that we try to stick to through Promapp. Previously people were going back and forth, and now there's more face to face meetings and great follow up. Promapp enables everyone to see policies and processes and give feedback."

"There's also a sense of transparency and understanding functions of the business coming out of the silo effect, and being able to communicate, document and provide feedback. Employees have more awareness of the rest of the business because everyone else's processes are in there."

"From start to finish TAS Advisory Services created a need for a drive and want for a project. They have an ongoing commitment, and availability, meaning they're approachable and always contactable. It's an excellent professional service."



ABOUT TAS ADVISORY SERVICES

TAS Advisory Services is a passionate, Perth-based, problem solving agency, working with businesses to improve performance and customer satisfaction. Our business advisory services aren't about simply showing you how to do it, but helping you change the way you think, so your business continues to grow and succeed, long after we've gone.

We take time to ask the real questions like, "Is there a better way to do this?", "How can we use technology to make this easier?", "How do we improve leadership?" and "How do we support everyone through change?" and then implement clear solutions for ultimate efficiency and results. Our goal is to help your business transform, adopt and sustain, for the better.



BUSINESS PLANNING

THEY SAY A DREAM WITHOUT A PLAN, IS JUST A WISH.



OPERATIONAL EFFICIENCY

FOR YOUR BUSINESS TO REACH ITS POTENTIAL, IT NEEDS TO OPERATE AT ITS MAXIMUM EFFICIENCY.



BOARD ADVISORY

SUCCESSFUL BUSINESSES LEAD BY EXAMPLE, RIGHT FROM THE TOP.



BUSINESS COACHING

TO CREATE AN ENGAGED, PRODUCTIVE AND LOYAL WORKFORCE, YOU NEED TO INVEST IN YOUR TEAM.