

5 Day health check programme FAQ

Join the discussion at: <http://groups.google.co.uk/group/monetical-health-check>

What enterprise change programmes are covered by the 5 day health check programme?

5 dedicated health check programmes available for:

Marketing: Market led commercial growth

Engineering: Software development

Sales: Commercialisation

Delivery: I.T. project execution

Support: Reducing S&M cost

What enterprise characteristics are covered within each health check programme?

Each health check focuses on benchmarking the following 10 enterprise characteristics:

- Organisational Innovation
- Organisational Communication
- Resource Management
- Operational Management
- Knowledge Management
- Operational Management
- Sourcing Management
- Commercial Management
- Financial & Legal Management
- Customer Services

What is the primary source of the subject matter expertise on which the health check is based?

Monetical has entered into a number of partnerships with the UK's leading thought leaders, British Computer Society authors, private and public consultants. A full list can be found at www.monetical.com/web/partners. Their decades of experience are captured within the Monetical knowledge repository, which is accessible by the appropriate benchmark audits, checklists and best practice guidelines.

What is the cost of a single 5 day health check programme?

For just 850 Euro an organisation gains access to a single health check programme. No further management costs are incurred by you because. The Monetical team will manage the entire health check workflow.

What deliverables are provided by Monetical to me?

On the final day of the health check programme, you are provided with a health check report, (sample available upon request) and a copy of all the data in XLS format that has been captured will be provided.

Do I have access to the data after the 5 day period has past?

All the information relating to the health check programme will be contained in the XLS.

If we wish to re-run the same health check programme to measure performance improvement over a given period, what are the consulting fees?

A further 250Euro will be required. Access will be provided to the same health check content and the same number of programme participants.

Can the current subject matter expertise be tailored or enhanced to incorporate specific characteristics of my unique organisation?

Yes, but what you are seeking is an Introductory Consulting Programme. Visit http://www.monetical.com/web/pcs_options for further details.

What specialist software licenses do we require?

No specialist software licenses are required. All that is required is an Email account and an internet connection.

What is the maximum number of participants for the health check programme?

The total number of participants is 25. These can contribute as much or as little to the 10 Enterprise Consulting Benchmark Audits and Checklists.

Is there an additional charge if we want 30 participants?

An additional 50Euro per named participant will be charged.

What initial information do I need to provide Monetical to configuration?

Upon creating an account Monetical will supply you with an XLS template. The XLS enables you to provide Monetical with the appropriate health check programme participants, e.g. participants names, Email & location.

What technical support is provided during the 5 days?

A dedicated discussion forum is created for each health check programme. The forum enables each programme owner to communicate directly with the Monetical team on any aspect of the health check programme.

How is the health check programme administered?

The Monetical team will administer the entire programme. This includes the setting up of the programme, distributing the benchmark audits and checklists to the appropriate participants, organise and chair the diagnosis session and the publication of the performance improvement plan.

How is the health check programme data captured?

10 dedicated benchmark audits and 10 dedicated checklists capture the necessary data. Notifications are made by Email, which links to an online system that captures responses to a range of questions requiring a simple: 1 to 5 responses.

Who should participate in the health check programme?

Ideally a cross selection of the roles and responsibilities within your organisation is recommended, i.e. executives, senior and department managers, technical leads, regional analysts and administration and back office staff.

Root cause analysis is typically a long exercise, how can this be performed in just 5 days?

A predefined electronic root cause application shall be used allowing easy, consistent and efficient identification of root causes for poor benchmark audit results.

What next?

Simply complete an inquiry form and a Monetical representative will contact you shortly to arrange a demonstration.