

Background & Problem

Following deregulation, a Friendly Society acquired a composite bank / insurance company. There was no clear vision and business strategy for the new Group, beyond achieving cost saving benefits through economies of scale and opportunities for cross selling through an increased customer base. Does that sound familiar?

Action Taken

A TGBA Business Advisor facilitated the development of new corporate objectives and a business strategy for the new Group. These new objectives were translated into a set of measures and targets. A new planning process was developed that focused on business activity required to support achievement of these targets. A staff training and development programme was put in place to introduce a new performance management system, designed to achieve the Business Plan.

The Result

The TGBA Business Advisor delivered all aspects of this complex business programme to time, cost and quality requirements. The new Group continues to grow and prosper.

**If you want to find out more about any of the areas covered in this case study
and how we can support your business – contact us today.**