

BA smartWORK

Best Practice Workflow for Accounting Firms

Does your firm achieve or exceed the following benchmark standards¹ in relation to workflow and production ? Do you measure these benchmarks on a consistent basis ?

Practice Chargeable Time	50%
Job Turnaround time	40 days
Days WIP outstanding	50 days
Write-offs	10%
Fees per client	\$2,500

1. CCH Benchmarks 2005

Is your firm experiencing any of the following issues ?

- Long work hours for partners
- Delays in receiving complete information from clients
- Consistent write-offs on compliance work
- Lack of consistent approach to workpapers
- Consistent errors in work received for review
- Lack of individual proactivity and responsibility for jobs
- Relatively high % of time spent on administration rather than production.

Do you have a clear plan in place to achieve stronger results for your firm. Is someone responsible for the implementation of the plan ? Are clear quantitative objectives in place ?

We work with firms who are committed to changing their circumstances, who recognise the value of an experienced external perspective and are willing to do what it takes to achieve greater control over their workflow.

Who are we ?

Business Aptitude specializes in providing strategic support to accounting practices in the areas of systems, strategy, team development, client management and marketing. The firm provides more than just consulting advice – it is able to provide hands-on support in the implementation of strategies for consolidation or growth. Clients are typically accounting practices with between 2 and 50 staff who recognise the value of a critical external perspective and support in implementing change.

BA smartWORK

Best Practice Workflow for Accounting Firms

What is BA smartWORK ?

BA smartWORK is a proven approach to achieving positive change in relation to workflow management. We will work with Practice Management software such as Viztopia, APS and Handisoft as well as service providers such as BOSS and MYOB Macquarie Outsource to achieve significant improvements in production and productivity for accounting firms.

5 Steps to achieving greater control over your workflow

1. Workflow Audit, including review of key benchmarks relating to production and productivity.
2. Development of action plan with clear priorities, responsibilities, timelines and measurement criteria.
3. Implementation of BA smartWORK's workflow monitoring system.
4. Ongoing one-on-one support over a 12-24 month period to drive and support the implementation process. Will include access to formal procedures, checklists and other documents to ensure that your team is compliant.
5. In-house training program covering all aspects of workflow management.

The program is designed to be implemented with the support of a nominated Workflow 'Champion' from within your firm (usually the principal, partner, practice manager or senior accountant). We are always available for face to face discussions and meetings if required, although this is not usually necessary.

Where can I start ?

The Workflow Audit (Step 1) will give you a clear understanding of the strengths and weaknesses of your current workflow management structure, with clear recommendations for moving forward. From there, we can assist in the implementation process if required. The fee for the audit is \$1100 including GST. You are able to complete the audit in your own time, with feedback from all stakeholders.

For further information, contact Business Aptitude on Ph 02 9904 8400 ... or send us an email at support@bizaptitude.com.au .

Business Aptitude Pty Ltd. Business and Practice Management Specialists.
Level 2, Tower A, Zenith Centre, 821 Pacific Hwy, Chatswood. NSW. 2067. www.bizaptitude.com.au

