Practice Development Program

'Hands-on support for the growing practice'

The Practice Development Program takes the practice through a structured approach to implementation of the recommendations of the Practice Audit. We drive the implementation process within your practice. Tools and materials will be provided to facilitate this process. We will meet with you and your staff on a regular monthly basis to review progress and discuss next steps. We help you prepare KPI reports if required to monitor progress. In addition, we are available on an ongoing basis to provide support and advice on any issues that arise during this period.

Key components of the program include :

Practice Strategy	Practice mission, values, standards Practice structure / succession planning Current services
Systems development	Internal practice systems Intranet development Performance systems / KPIs Time and Billing Debtors and creditors IT and communications Quality control Filing systems OH&S
Client Management	Client feedback Services development Client management
Team Development	Performance review and development Learning Environment Team development Time management
External Communications	Practice profile Marketing

Not all practices undertake projects in every one of these areas. However, we find that most practices require some level of support and advice in each of these areas as the program commences.

The Practice Development Program provided by Business Aptitude include support in the implementation process. This is particularly important for practices that know what they need to do, but lack the time and the structure to make it happen. In some instances where additional support is required, we are able to provide direct Practice Management support to move the process forward (cost to be determined following review of practice needs in this area).

Just 2 examples of the steps we undertake in completing individual practice management modules.

1. Performance Development and Review Process

Task No	Description
1	Discuss process with practice
2	Send job description template
3	Receive templates from team members
4	Complete Job descriptions
5	Complete PDR forms
6	Brief practice again
7	Assist with PDR process if required
8	Agree on set times for PDR process
9	Agree on set times for salary review

2. Time and Billing systems

Task No	Description
1	Set up T&B reporting process (mthly)
2	Establish debtors policy for the practice
3	Review current pricing
4	Establish job planning and budgeting system
5	Review write-offs by client
6	Fee variation process- letter and script
7	Monthly budgets in place
8	Charge out rate review
9	Training - How to prepare a budget
10	Training - How to plan a job

For further information, contact Business Aptitude directly on Ph 02-9904 8400 for a no-obligation discussion on how we can improve the productivity and performance of your practice.