

## Newsletter – June 2013



President - Phil Guerin

We have just held the first Council strategy meeting for 2013 with what is a relatively fresh team - over half being new to Council. Although our monthly Council meetings are held by conference call, twice a year we all get together on-site to push forward the targets for the year. We wish to take this opportunity to thank all those Council members who contributed their valuable time to attend.

We had planned to complete the upgrade to the website last year, but for technical reasons this has taken a little longer than expected. The brief is now almost finalised and we look forward to seeing further changes implemented within the near future. Included within the upgrade will be:

- Ability for CMCs to personally amend their own web page once it has been initially uploaded. This will make it simple and quick to upgrade those minor changes to contact details which occur so often.
- Ability for new Affiliate and Corporate Affiliate members to apply and pay for membership via the website.
- A simple, easy to use on-line application process for CMCs.

We are also delighted to announce that **Terry Hoskins** has stepped forward to take up the additional mantle of Vice President.



Vice-President - Terry Hoskins

## BPIR Subscription - 'leading resource for benchmarks, best practice & business excellence'

We wish to highlight to CMCs and Fellows that their IMCNZ subscription automatically includes a subscription to the online [www.bpir.com](http://www.bpir.com) site. For those who haven't yet inspected the site we encourage you to do so. The feedback we are receiving is that it is a great research facility and one of our new Council members identified that just **one** of the online journals used to cost him \$4,000 per annum. Now he receives access to this along with numerous others within his CMC subscription.

If you have lost your BPIR user name or password please contact Suzanne Barley on [info@imcnz.org](mailto:info@imcnz.org).

## Recent Events

May 2013

Auckland



Andrew Batten & Terry Hoskins

**Andrew Batten of 1FiCS and Terry Hoskins (CMC)** jointly demonstrated how the 1FiCS software suite optimises business performance, manages compliance and deals with risk. Organisational Excellence Services, a Canadian consultancy practice, was used to illustrate how a consultancy can use 1FiCS to implement best practice.

Thanks to the team at **RSM Prince** for acting as our hosts for the event.

Here is a brief synopsis of the presentation:

### **1FiCS Integrated Management System Automation Technology**

A Value Adding Tool for Consultants

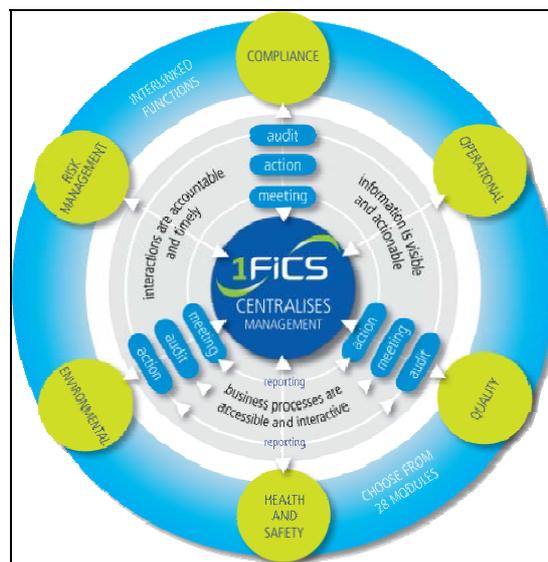
As we know, consultancy is about changing the client's situation for the better. 1FiCS Integrated Management System Automation Technology (1FiCS) is a powerful tool which achieves that result. In May Terry Hoskins and Andrew Batten presented the 1FiCS management software suite to Auckland IMCNZ members and guests. They showed how 1FiCS helps clients specify, understand and implement consultancy advice.

In essence, 1FiCS integrates all types of management systems and promotes harmonisation of standards, policies and processes within one interlinked system. It clearly defines roles and responsibilities and highlights common objectives for users. A built-in continuous improvement cycle facilitates opportunities identified in different work areas. This leads to improved performance by providing:

- Improved overall efficiency by removing the need to duplicate tasks
- A complete view of the organisation and its status via convenient user configurable dashboards which:
  - Allow easy measurement and monitoring of process performance
  - Provide valuable decision making information
  - Help develop objectives and plans that are not competing or contradictory
  - Optimise the use of available resources leading to improved work flow and operational efficiencies
  - Reduce documentation and streamline communication and processes.

The diagram below provides an overview of 1FiCS using a sample set of management systems to illustrate its coverage. 1FiCS can include suppliers, contractors and allied organisations within its scope, which can further increase 1FiCS's inherent ability to reduce waste in terms of time, effort, and overlapping responsibilities.

Many organisations in the public and private sectors still operate separate management systems. In so doing they represent great opportunities for consultancy projects. 1FiCS is a transparent, visible and traceable system. However, it employs excellent security measures to ensure confidential information is kept for authorised users only.



The diagram also shows how different management systems are linked to the central management core via a continuous improvement cycle. This involves meetings (or reviews) which set actions in motion for individuals or teams to complete. Audits ensure proper implementation and maintenance of these. They also enable monitoring and measurement, in real time, of performance, risk profile and system effectiveness. The cycle promotes innovation and manages the system within legal, contractual and best practice standards.

In summary 1FiCS maximises the value of consultancy advice provided for any organisation irrespective of size, complexity, industry or budget.

See the attached PowerPoint presentation for additional detail on how 1FiCS helps consultants to add value.

For more information about 1FiCS call Terry Hoskins on 0274 80 30 62 or [terry.hoskins@approach.co.nz](mailto:terry.hoskins@approach.co.nz) or [www.ifics.com](http://www.ifics.com)

## Wellington



Celia Burton (Fellow)

Celia recently returned to New Zealand having completed a 2 year economic development assignment in the Solomon Islands. Her diverse skills were used beyond the terms of reference to assist a company and community during a time of major change. She has been consulting for more than twenty years working with companies and individuals in the area of Projects, Contracts, and Disputes. Her industry experience includes housing construction, science, education, banking and finance, health, utilities, and sustainable forestry.

Celia's presentation included an overview of the assignment and environment; constraints and challenges; and methods used to achieve results while striving to maintain professional and personal integrity.

Off the record, Celia had some interesting stories about the general social conditions - it is worth having a chat with her at the next event.

## June 2013 - International Consultants Day

The first proposal for an International Consultants Day was made in 1999 by Shanker Gopalkrishnan, the Trustee for IMC India. India pioneered the celebration of the day and subsequently more countries have been involved. International Consultants Day is now an established date in many member institutes' diary of events.

Since 2005 IMCNZ has embraced the opportunity to celebrate International Consultants Day and it is now the flagship event of our calendar.

## Auckland



Terry Hoskins introduces the event



Our host, Chandan Ohri, of KPMG introduces Neil Cowie



Neil Cowie, Guest Speaker

Chandran Ohri of KPMG opened the event on behalf of the IMCNZ and provided background of the space that KPMG now fills in the management consulting arena.

We then received a very interactive and thought provoking presentation by **Neil Cowie, CEO of Pumpkin Patch** about growth in the retail sector and how new technology coupled with the demands of the customer will be driving change in the way we purchase.

Neil has recently spent time with "The Future Institute" in San Francisco and shared a number of technology advancements which are likely to become common place in the near future. Ever thought of doing your shopping whilst wearing 'google glasses' which will identify the right sized shoe or shirt for you?

Our thanks to KPMG (and the setup team) for fully sponsoring this event and being such great hosts.

## Wellington



Tom Reidy of Catalyst90 discussing the use of social media to drive business growth



Ian Abrahams & Phil Guerin networking with guests



Victoria University MBA Student Janina Panizza receiving the IMC Strategy Prize from Phil Guerin, IMC President and Natalie Stevens, MBA Director



Attendees enjoying the event

**Social Media** – love it or hate it, it's here to stay and applying traditional methods of marketing and media spend to social media campaigns simply isn't going to work!

Social Media Experts **Tom Reidy** and **JoAnne Carr** from **Catalyst90** specialize in demonstrating how to use social media technology, strategy and sales to maximise business growth. They provided a valuable rundown on the facts of Social Media and what you need to be thinking about to create brand value from Social Media. **Our thanks to Victoria University for hosting the event.**

## New Members

Congratulations and welcome to welcome new members to the IMCNZ fold:

- Andrew Tubby (CMC)
- Kevin Neogy (CMC)
- Janet Johnson (Affiliate)



Kevin Neogy (left) accepts his CMC certificate from Phil Guerin (President)



Janet Johnson (left) accepts her Affiliate certificate from Terry Hoskins (Vice President)

## Insurance Market Update from JLT - as at June 2013

The global insurance market is now showing clear signs of becoming more competitive for the first time in a couple of years. Trends are also beginning to emerge as capacity increases and insurers position themselves for their share of the market, particularly on well risk managed businesses. Natural disaster cover is still available for most, albeit at a cost.

Local insurers' will look to sub-limit earthquake cover while others will try to aggregate it. Wellington continues to have the greatest exposure to earthquake therefore capacity for this region is limited and extremely pricey. From a liability perspective should a claim get to court the level of award is on the increase and outstripping inflation and recent payouts.

Cyber crime is on the rise and boards are increasing the extent and level of Directors & Officers Liability cover they have in place. In summary, the global insurance market continues to write all classes of insurance for New Zealand businesses, the cost however will depend on the nature of the business, composition of the insurance portfolio, geographical location, loss experience, how effectively the business is managing risk, the insurers' individual appetite and how exposed the business is to natural disaster perils.



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JLT's partnership with  
IMC New Zealand and  
receive a ProPak  
professional indemnity  
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insurance solutions  
handcrafted to your needs



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#### Current Council Members

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