

Any business benefits of a structured and quality assured workflow. Even a 1-man operation. But it really comes to fruition in medium to large operations with many staff involved in the workflow of a product or service offered. Quality Assurance serves as an equilibrium to the diversity in staff skills and knowledge.

The system follows identical principles on all levels of operation, although entirely complex in its design phase, the end-product is most simplistic and that is where the core strength of the product is anchored. Diligent focus during the planning and designing phase receives its crowning feedback once the line-staff passionately engages and follows the fireproof and simplistic guide willingly.

Being born and raised in Switzerland provides me with an inherited understanding of Quality in application, this sets to cornerstone to my own operation. To underline the context of my work quality and ethics provided, the company name SpotOn matured over a period of 3 years, before I decided to offer my services commercially.

The business focuses predominantly on Hospitality, Tourism and Food production. However, if there is an opportunity showing up from another field, and I find that it shows promise to lead to a mutually successful outcome, I will have a look at it for sure. "SpotOn" is flexible, but I do insist on a sound base condition to engage with a client. Work and Business Ethics are important for a longstanding relationship, and altogether, the walk with a client is quite intimate and affects the future of either business.

Decades of international experience in the core sectors of SpotOn's operation and in Training and Quality Assurance for multiple clients, empower me to provide a thorough but sensible game-changer in operations management. Characteristics like high efficiency, effective tools and increased staff engagement spring to mind. An excellent product solution to the entrepreneur who is keen in further improving his company.

I specialize in designing and writing Standard Operating Procedure Manuals in modular form, to a client specific standard that literally can be understood by nations.

- Large pictures, taken in the clients' workplace with accurate but limited to bare minimum text, allows people from a wide variety of backgrounds to comprehend and apply instructions with ease.

The framework of the SOP-manual is based on the most thorough Quality Assurance System in the world, ISO:9001-2015.

It is a bare-boned perfectly capable tool; cutting the heavy administrative part off and so being able to present a simple to follow and easy to maintain Quality Assurance product.

Standard Operating Procedure Modules are available to remedy Quality Problems in certain specific areas of the client's operation. Although no one [usually] disputes the fact that Quality Assurance is the core of a successful and streamlined operation, many business owners don't want to get into a "Heavy QA Giant"; it is linked to high additional cost, vast demands on administrative upkeep and extensive and highly skilled staff involvement.

I offer with my product the Tailor-made and Stackable Modular QA-system of the future. I say future, because it allows for growth. Like building blocks for children, these modules can be neatly stacked on top of one another, side by side, in whatever form suits your current and future business. The beauty of the system is that you only pay for what you need. Bare-bone structure, very effective, highly efficient and gradually adjustable over time. Plug-in style.

SpotOn's modular Quality Assurance System is the bridge between NOW and THEN.

I build it for the client and proverbially hold and strengthen his back with support services over 12 months, while the company walks instantly into a more stable future.

I usually start with a core procedure and then expand the manual from that point, however, the choice is almost entirely with the client. The word IF doesn't exist in my vocabulary, only HOW and often it takes a couple of goes until the HOW works REALLY Well.

So, the product from start to implementation can take anywhere from 4 weeks to 16 months, all depending on the need and size of the client.

My services include routine maintenance and 24/7 call-out support, as well as training of key personnel, induction of staff to the new system, establishing house-internal mentorship programs to support the QA module and the regular un-announced audits to the process, which build the base to provide the client with unbiased feedback. A finger on the pulse.

Continual improvement is an integral part of my services and allows the client to grow and expand with the standards, processes and guidelines he established with me.

A sure winner is the monthly subscription service SpotOn offers, catering for QA maintenance needs, covering minor updates and adjustments on the module/s and consequent training to your staff on it. This service provides big savings to the client, avoiding expensive pitfalls of traditional QA management services.

What services does my product contain?

1) Say what you do in no more than 30 words.

- I analyse your company's workflow with the goal to find as many errors as possible, design, propose and implement a sustainable solution, train your key-staff and provide Quality Assurance Audits.

2) List your different services in short bullet points of no more than 10 words each.

- Standard Operating Procedure-Manuals [SOP]

*Development, design & implementation [modular system]*

Describes your procedure & process in detail and is a guideline to your employees.

- Training-Guides authoring

House-internal training guides writing, in accordance to your standards

- External Audit [Quality Assurance]
  - Audit against your established and new standards, measuring current adherence to standards
- Induction models [HR]
  - Provides mandatory induction to new employees, in print or electronic form, Industry and operation specific.
- Training of key-personnel [HR-workshops]
  - Mentor-training                      creating advisory on-the-job training and support services in-house
  - Leadership training            empower supervisors and managers in sustainable leadership
  - QA training                            introduce key-personnel into Quality Assurance [ISO: based]
- Modular E-Training [online]
  - Company specific electronic short courses [10min], designed to refresh and update employee's knowledge on standards, procedures and processes.
- HR-Mediator Services
  - Mediation services, keeping experienced staff pays out
- Performance Booster [HR]
  - Analytical services to staff performance and specific training proposals

3) List 5 possible benefits the business owner will experience in bullet points of no more than 12 words each.

- Increased stability of quality on products and services
- Increased returning Customer
- Increased free mouth-to-ear marketing from satisfied customers
- Higher staff retention [less job ambiguity]
- Higher net-profit [less costly faults in the system]
- Free time at hand [less fault fixing]
- Boosting performance [overall streamlining]
- Increased recognition from critical clients, banks and suppliers