



7 EXPERT IDEAS TO IMPROVE CAPACITY PLANNING

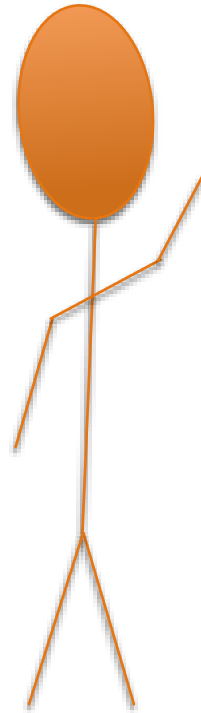
BOB STELLA

OPERATIONAL EFFECTIVENESS MANAGER @ KBC BANK IRELAND

CUSTOMER SERVICE CONSULTANT

INFLUENCING STRATEGY THROUGH PLANNING

Do something
amazing



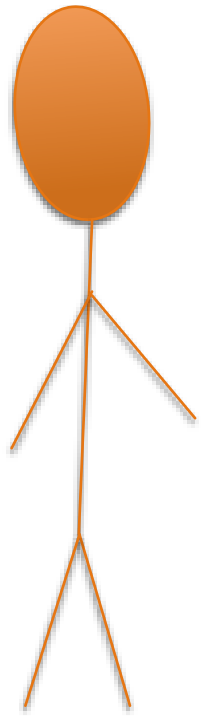
Make sure the
right people trust
and understand it



I. BE THE KEEPERS OF TRUTH

- Don't change history to justify anomalies
- Don't change your forecast to meet targets
- Admit your errors and account for them

2. KEEP IT SIMPLE



Need

Have

Can
Afford

Volume

Time

Shrinkage

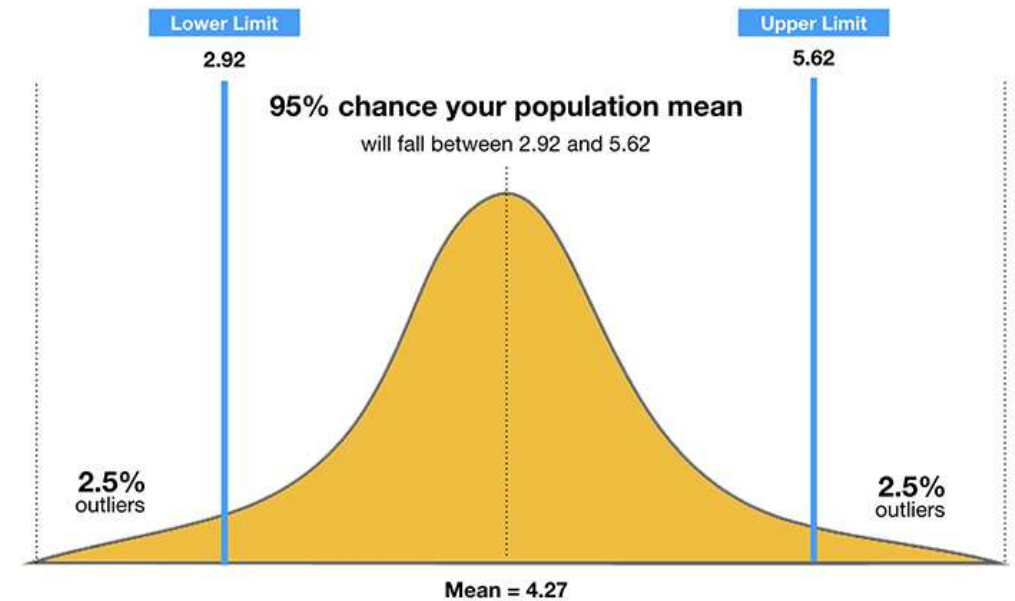
Occupancy

Increase

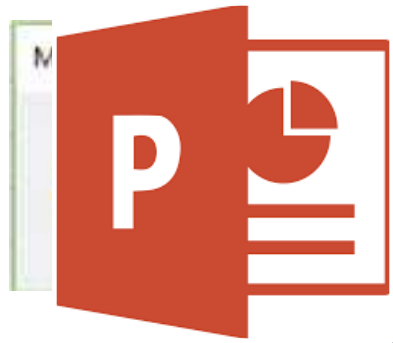
Decrease

Budget

3. STATE YOUR CONFIDENCE



4. AVOID SPREADSHEETS (WHEN PRESENTING YOUR PLANS)



are circular references where a formula refers to its own cell either directly or indirectly. To avoid these errors, you should avoid using these references, or moving the formulas to different cells.



calculate incorrectly.

#DIV/0!

#REF!

#DIV/0!

- When you can explain things
- Visual aid

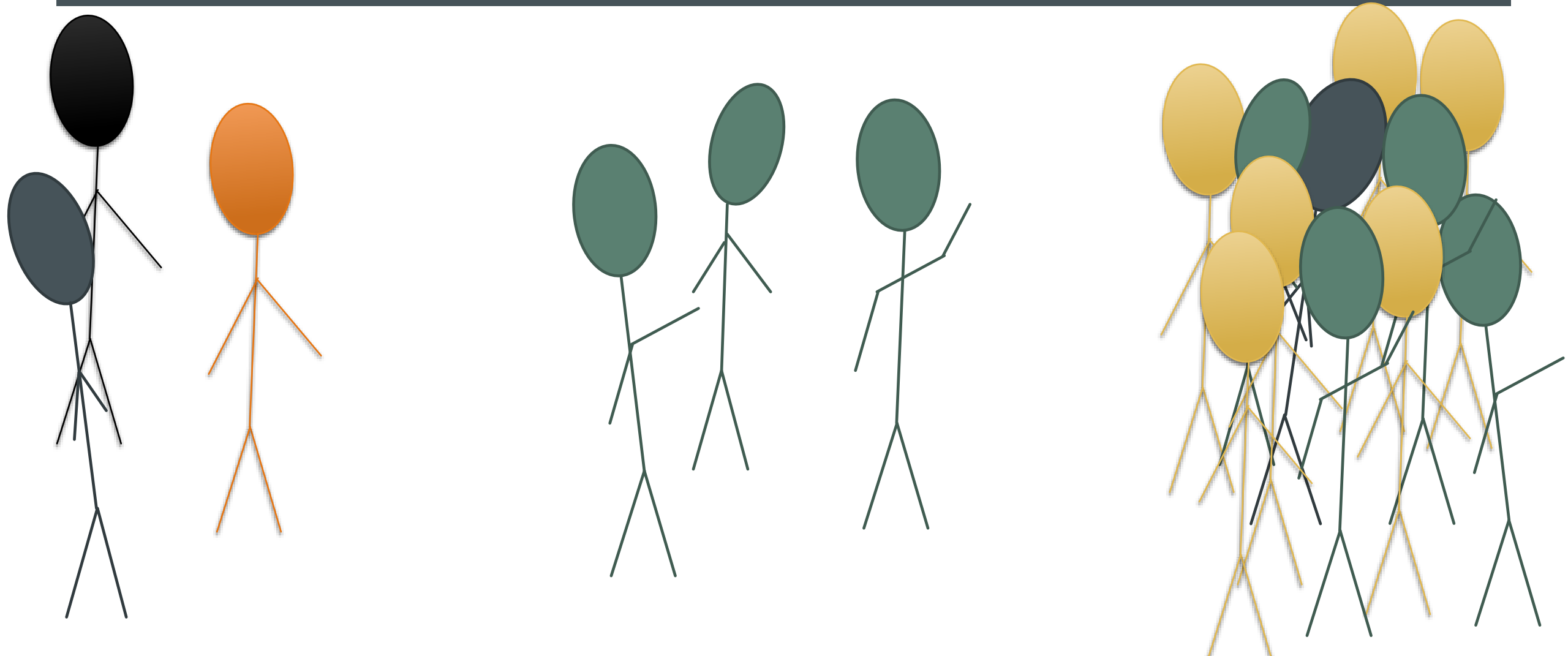
problem.

Cancel

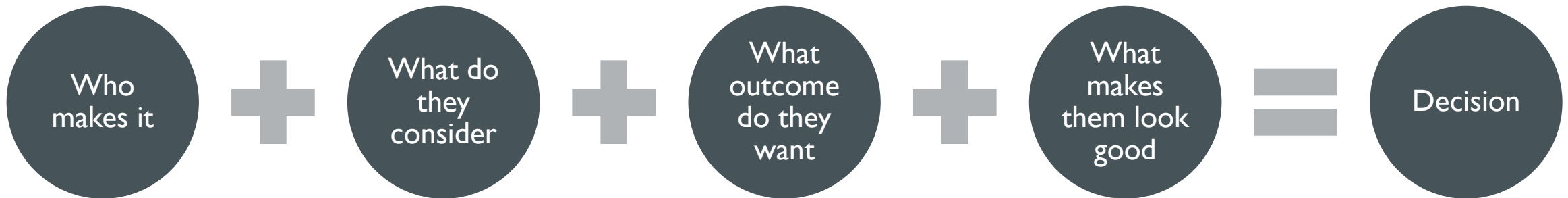
Reports / Study

- When you are issuing your findings
- Pre-post read

5. MAKE EVERYONE LOOK GREAT



6. TRACK DECISIONS



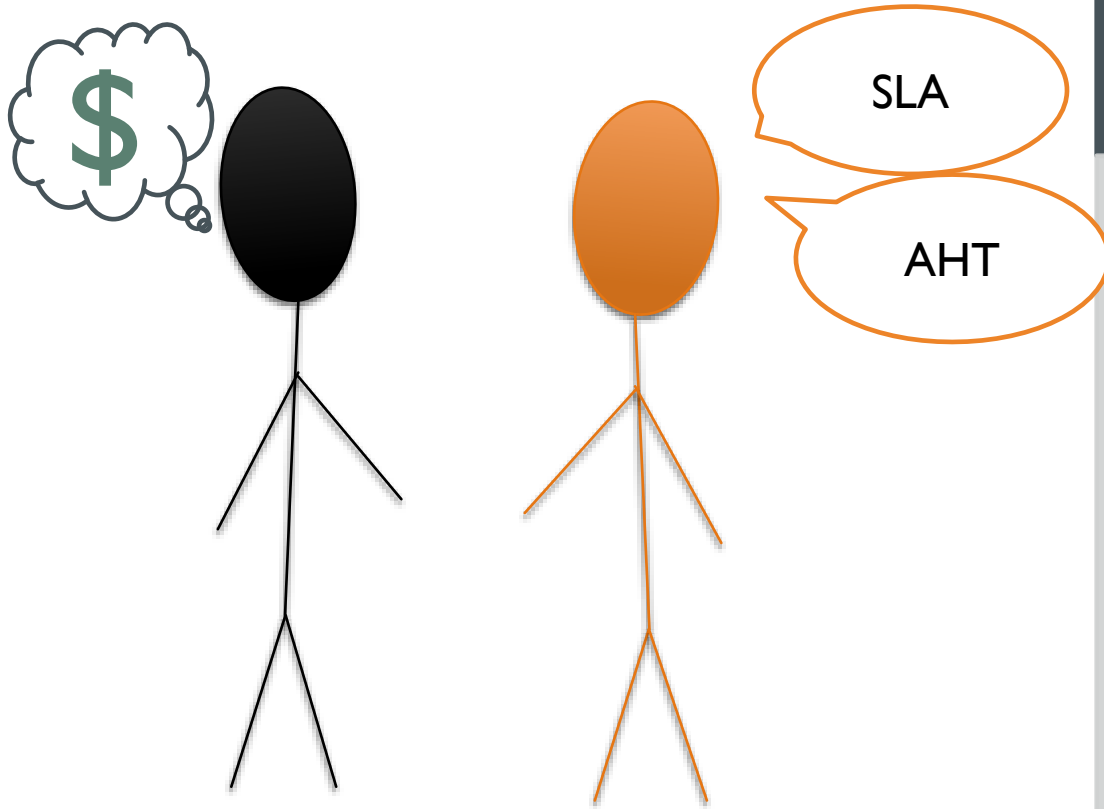
Recruitment Planning Meeting



The meeting where you find out if **your current plans** are on track to make you **hit your objectives, on budget by the end of the year.**

And if not, you can do something about it.

7. FOLLOW THE MONEY



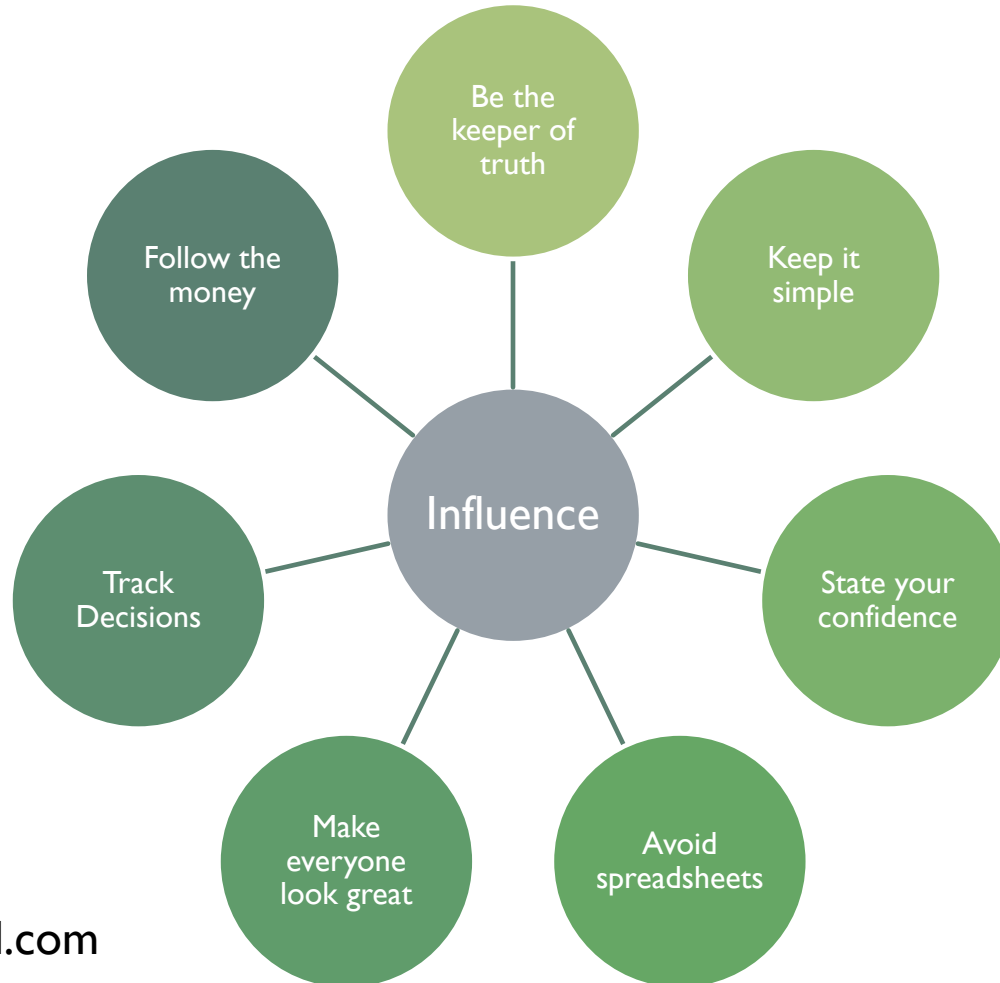
Saving Money

- Cost Avoidance
- Cost Reduction
- Efficiency
- Change impact
- Trapped Labour

Making Money

- Increased Retention
- Increased Sales
- Missed opportunities
- Money on the table

7 IDEAS TO MAKE PLANNING MORE INFLUENTIAL



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