



NEXT PRACTICE
EDUCATION
Empowering Improvement



Education is the key to improving your business and the support you need is in reach with the Next Practice.

Can you imagine the effect of having ready-access to world class teaching, coupled with intimate support focussed on your business?

To begin a conversation about, Next Practice contact Nick via email: nick@nextpractice.education



THE OFFICIAL MAGAZINE OF BEST PRACTICE

Certified



Featuring
The Business Improvement Journey with Best Practice

ISSUE 1 2017





“Hello and Welcome!”

I'm excited to announce we've finally delivered our first issue of Certified to you!

This project has been but a vision for a number of years, and in 2017 the universe has gifted us the strength, resources, motivation and alignment of an amazing team to allow it to happen.

My vision, for years now has been to deliver a reference for learning, development and improvement. One that you can touch, keep, collect, refer back to, and pass on to someone you think may benefit. It's finally here, and I could not be more proud of the result. I hope you enjoy, and we look forward to bringing you four content packed issues each and every year.

You may have noticed we've been very active on social media in the last year- and I assure you that as a result of some of the meticulousness with our social media output, there has been a direct correlation to the success of our business. Even still, I receive requests to have some of what we produce bundled, printed, and delivered to your desk. We pride ourselves on close rapports built with our clients, so in much the same fashion, we've tried to listen to the diverse demographics that engage with our content the best of what we here at Best Practice can produce.

Sitting at my local café, fleshing out the final details of the magazine with our editor, Lee Dean of Gas Creative, I can't shake the excitement of producing the next round of content for issue 2. By the time you read this, the Best Practice team would have already compiled the data from 3000 assessments, which, in turn, our experienced team uses to identify areas of excellence, and opportunities for improvement that are not only industry-wide, but far-reaching, and most importantly, proven.

In this issue, we're excited to formally be launching Next Practice - check out the article on page 10. Imagine a duck making its way across a pond. It's headed to the

other side where a kindly gentleman is feeding bread scraps to his friends. Gracefully, it makes its way across the pond towards the goal. Lovely right? Underneath, it's a frenzy... Little feet scrambling, paddling, rushing to propel the duck to the goal. The little feet are madly doing what they're told, but don't really understand the direction to go or the goal. Does this sound like your organisation? It's graceful from afar, but under water, it's a mad-dash scramble headed for the goal?

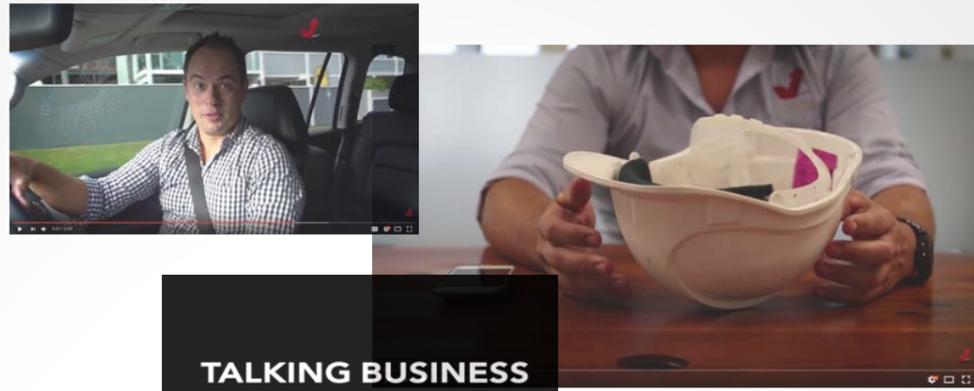
If you're struggling to deliver meaningful results, if you're looking to improve the level of skills, knowledge and ability with an empowering educating facilitator onsite. If you're not okay with just okay in your business, reach out to Next Practice now. We'll share what they do, and how they can assist with the often forgotten inner-workings of the business like improving team strategy, communication, and ongoing internal innovation. Ultimately, we hope this will more efficiently deliver realistic results, and kick-start your business' continual improvement.

Wrapping up, a special thank you goes out to my team for scrambling along with me, always helping to deliver the goals cooked-up in my funny looking head!

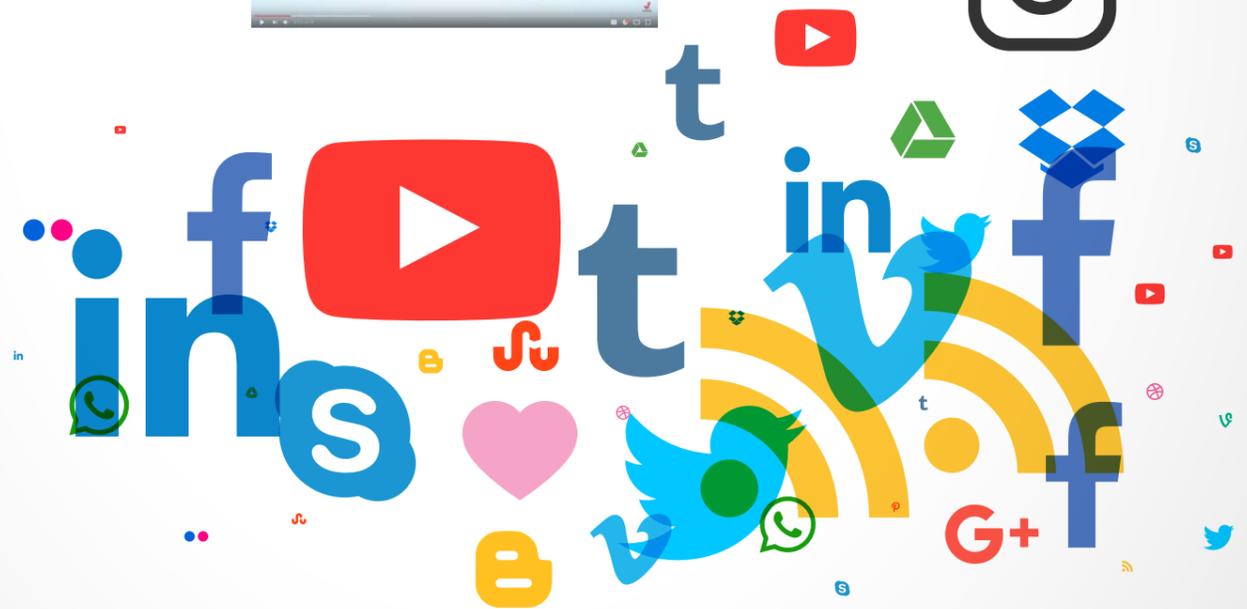
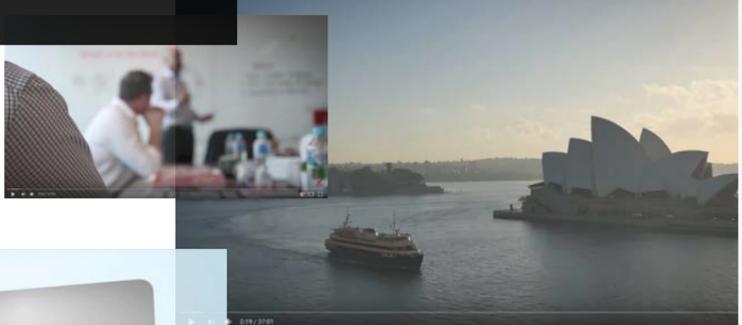
I could go on and on about the amazing content we've put together for you... but I'm not one for spoilers. So kick back, relax, and enjoy.

KOBI SIMMAT CEO
BEST PRACTICE CERTIFICATION

- ~ A big thanks to our kind sponsors- Rob Cruse at Lucidity Software (check out his bio on the back cover, and take a good look at their website too), as well as the Best Practice Training Academy. Of course, we hope to engage additional sponsors, to introduce them to our audience, so if participating in this project is something that interests you, please contact Best Practice.
- ~ Certified was designed by Gas Creative reach out to them if you would like a similar design.
- ~ If videos are more your thing, head over to our YouTube channel where our library is stacked with complimentary videos.
- ~ Send me a contact request on LinkedIn @kobisimmat and #keepimprovingeveryday
- ~ If you like what you've been reading, and would like your own personal copy of future issues delivered, please register online at www.bestpracticecertification.com.au and follow the links.



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Certified Magazine is independently published by Best Practice Certification Pty Limited

Head Office, Building B Suite 2 Level 2,
122 - 126 Old Pittwater Rd, Brookvale NSW
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ACN: 136 435 875

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Business Improvement Journey

'Without change there is no innovation, creativity, or incentive for improvement. Those who initiate change will have a better opportunity to manage the change that is inevitable.'

WILLIAM POLLARD

Welcome ladies and gentlemen to the first edition of Certified- a collection of updates from here at Best Practice, our clients, and one of a plethora of ways we intend to keep connected with all of our current and potential-future clients of all ages. If you've already certified your business, feel free to skip over this article with a smile laced with ample amounts of smug and satisfaction; you've no doubt implemented changes in your business, and we hope the benefits are starting to become clear.

If on the other hand you're tossing up whether or not certification is a worthwhile investment, **allow us to indulge you with some of the more obvious, and lesser known details of getting your business certified.**

First off- while we've got your attention, let's talk money... Getting certified can and will improve your business' bottom-line. How? Amongst a raft of benefits, ISO quality management systems focus on making your business run better, and more efficiently; a synonym for efficient in this context being cheaper. We send auditors to your business not to tick a range of boxes and send you a bill, **but to really get to know the inner-workings of your business.** Through this process, our experienced team of auditors can recommend changes to your business that, we're confident will massage your bottom line into shape.

On that same point, if you're in an industry where you're bidding on large, valuable tenders, you may find yourself in a position where only businesses with certification will be considered. This is largely due to the fact that the organisation offering the tenders more than likely have themselves a risk management system that requires dealing with companies that take certification seriously. The ability to bid on larger tenders will of course manifest itself into a healthier bottom line for your businesses.

Our certification process requires you to take a look at your business in ways you may not have before; almost objectively like a journalist. Stepping back from the business and crunching the numbers can, and does time and again prove invaluable for a lot of our clients. Sure, it's one of the more challenging requirements of getting certified, but if you're serious about business, it's a necessity that could one day save the prosperity of your business. Detaching yourself from the business, taking a step back for a different perspective can enable you to identify underlying problems that may have been around for years, but remained unnoticed.

We're firm believers that no one individual, business or otherwise is perfect; in the business world, there's no such thing. **Thus, our mantra remains firmly embedded in the belief that improvements can always be made.** The term 'practice what you preach' comes to mind when you look around the office at Best Practice. Our CEO Kobi Simmat can wax-lyrically about closely monitoring and changing aspects of your business in our videos and LinkedIn content, maybe to the point it seems redundant. One of the surprising things is, that like anyone serious about their teachings, Kobi and the executive team at Best Practice do indeed practice what they preach, with a meeting each Monday to analyse and digest the previous week's statistics.

A study commissioned by the Center for the Study of Social Policy found **a direct correlation between business and success,** and businesses that found ways to improve through innovative, and new steps like getting certified. According to the CSSP, businesses that found the greatest success were ones that experienced "a massive culture shift away from what is convenient for the organization, to what is needed by the service users."

Tread carefully- this step may seem easier to imagine than implement. Of course pivoting the business to focus more on what customers require will pay-off, but how do you know which areas to change? How did you know your business needed to change? How are you going to measure customer satisfaction after a change is implemented? There are parts of our quality management systems that are specifically designed to address these questions; one of many hidden surprises you'll discover while getting certified. While no one knows your business better than you or the executive team, we pride ourselves on being the kind of certification partner that isn't afraid to dive in deep to get a better understanding of how it works. From there, we can recommend changes and the like; a more tailor-made approach to improving the business, rather than applying a one-size-fits-all approach.

Leading on from this, the certification process itself is, at Best Practice Certification at least, **a more personal experience than you may be expecting.** While yes, we're proud of our collaborative efforts with large, multinational companies, we pride ourselves on offering a highly-personal service for smaller enterprises. This is largely due to the admiration for entrepreneurial-skills, imparted by our founder and CEO, Kobi, who has both made many mistakes and equally also obviously succeeded in business throughout the last two decades.

"a massive culture shift away from what is convenient for the organization, to what is needed by the service users."

In the early stages, we'll ask you to get into some of the nitty-gritty of the business' operations. If this is something foreign, perhaps it's the best time to get a genuine understanding of how the cogs within your enterprise's transmission intertwine. This will lead into things like developing a strategic plan, policy and systems training in an attempt to really get you critically monitoring and measuring the business, and how changes implemented have impacted the business.

Moving through the process, you'll have **one-on-one sessions** with our auditors, have access to a perpetually increasing amount of online content related to business improvement, and will find yourself learning something (we hope, at least) every day you engage with our content. Like we said before, no business is perfect, and quite frankly you'd be crazy to believe such a thing. **The business world is cut-throat, unforgiving and uncompromising to business' that remain stubbornly stagnant in an ever-changing landscape;** the rapid pace of which only accelerates as technology proliferates our lives more and more.

Helmut Schmidt once said, "the biggest room in the world is the room for improvement," and at Best Practice, we're firm believers in this. A loss in bottom-line revenue, or failure of a campaign isn't a sign of an impending doom or apocalypse. At Best Practice, we believe the exact opposite is true; **it's a window to improve the business and become stronger than ever before.** If your business is underperforming, getting certified will help you identify, address and measure the changes made to that part of the business, on your journey of business improvement. With numbers headed south, a move toward certification could prove to be a breath of fresh air for the business, ensuring it remains competitive, and most importantly, valuable to your customers. One of the biggest benefits of getting involved with Best Practice is that you'll be able to learn from some of the lessons we learnt the hard way. That is, we'll be able to pass on the tried and tested processes that benefitted our business that we feel could be incorporated into yours.

At the risk of sounding like a Danoz Direct ad at Christmas time, getting your business certified with Best Practice really is the gift that keeps on giving. (Knocking on wood as we write this) **we're yet to encounter a business that was certified and saw no purpose in getting certified.** There's a raft of benefits, and we hope you'll discover them soon enough by jumping on board with certification from Best Practice.

Helmut Schmidt once said, "the biggest room in the world is the room for improvement"



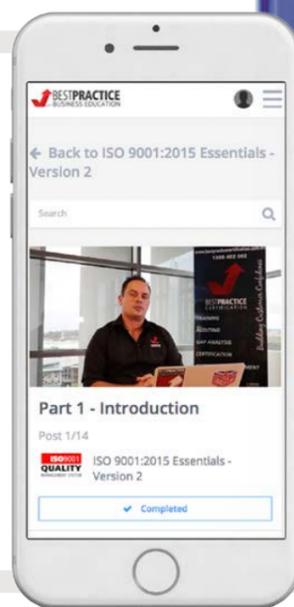
If getting certified sounds big, scary and a lot of hard work.

Dip your toes in the water with our 'Essentials' courses from our Training Academy, where we take you clause by clause through the most popular standards and de-mystify what's involved, what to do, and what it all means. #keepimprovingeveryday

One-On-One Essentials Training ISO 9001:2015

The 2015 version has had significant changes and additions to bring it into line with other international management system standards.

Identifying how this affects your organisation and the steps you need to take in preparing will ensure your business continues to perform without interruption.



Training Course Content

This training course will help you to better grasp the new concepts and changes, equipping your business with techniques to flow smoothly across to the new compliance requirements.

The course is structured for those who have an understanding of quality management systems or are involved in the management of the current system.

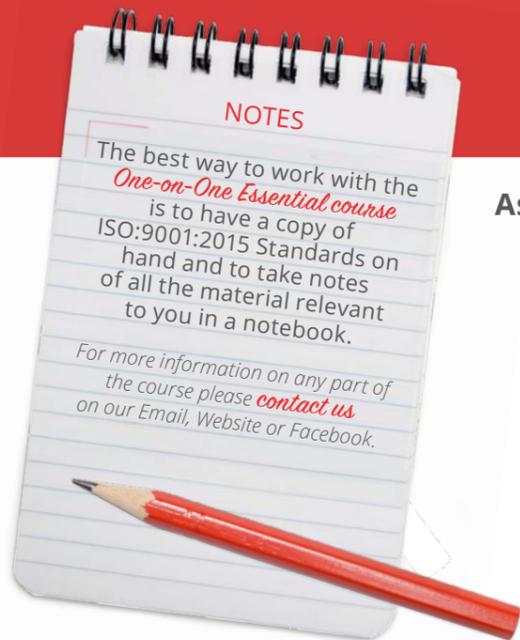
- Review of new clauses in the standard and their background
- Implementation of the new clauses and how this may affect your current system
- Justification behind removed or changed clauses
- Clear comparison of the current standard versus the revised standard
- Explanation of the transitional timeframes for implementation

To purchase the ISO 9001:2015 Essentials course and many more please visit the Best Practice Training Academy

<https://bestpracticeeducation.mykajabi.com>

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FREE EXTRA CONTENT



Assessor ready to help

Minute Course

Videos And Support Material

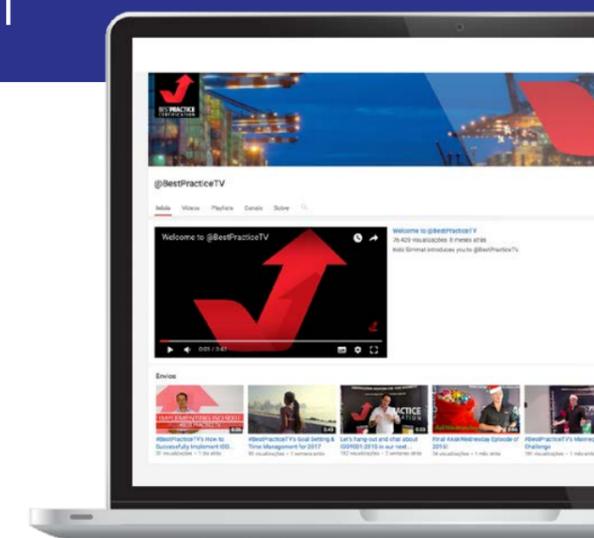
We suggest that you watch all of the videos, take notes, conduct personal research and read through the downloadable material.

This course is completely self paced, you can pause and use it as you like.



Our Social Media channels are constantly being updated with motivational content and informative videos. Follow our latest posts so we can help you to keep your business growing and delivering your customers a high quality service.

- youtube.com/BestPracticeCert
- facebook.com/bestpracticecertification
- instagram.com/bestpracticetv
- linkedin.com/company/best-practice-certification



7 ingredients to fuel business growth... the Next Practice!

Nick Fagan of Next Practice Education looks at ideas around the 'Next Practice'.

When we're born, we aren't born with inherent knowledge of how to walk. Instead, we must learn. Likewise, company founders, CEOs and leadership teams aren't collectively born knowing how to grow companies, but if they want to succeed, they, in much the same fashion must learn.



I expect you can see a parallel between learning to walk and growing a company, but this simple analogy may not be too far from the truth. Picture the first, unsteady, tentative steps a child makes- over time, moving through toddling and finally, having mastered their actions with some encouragement and support, running with great delight and freedom!

Once learned, we can come to see how much fun, and undeniably beneficial it is to run rather than crawl.

We apply the same philosophy in the context of company growth. If you don't know what to do or where to start, trying to grow a business is potentially overwhelming without the requisite knowledge and support systems. However, using an array of world-class ingredients and applying a proven recipe for success, you'll soon find it's not a daunting process after all- in fact, it can be a whole lot of fun!

Having been a business owner myself, I've overseen 1172 International Standard improvement projects, involving multinational commercial companies through domestic SMEs over a 15-year period. I have been privileged to gain outstanding insights as to the key ingredients that, when combined, empower business growth.

So, it is always interesting when a 'business visionary' and a 'business integrator' get together and shoot the breeze about 'what's next?', because a key question was asked: 'How can we best share these insights and help organisations to drive success?'

The answer to this question was clear. Let's collaborate and create a new entity, one that focuses on 'The Next'. So Next Practice Education was born.

Simply put, we've created Next Practice to empower improvement for businesses, their leaders and their teams, leveraging existing international standards and world-class business growth programs to make, what we believe is one of the most comprehensive and supportive business education programs.

The good news story here is that when leaders, CEOs and management teams are educated in the basics of growth, they in turn come to understand how to create a growth strategy. In addition, they can make informed decisions that not only stimulate growth, but attract the right people to help drive the business to its ideal scenario.

At Best Practice, we've worked alongside 1172 improvement programs covering 720 organisations, representing 10 different industries and with revenues between A\$5 million – A\$150

million. One of our finest pieces of empirical evidence to share with you is, that of the companies that really got involved, ones that adopted a structured growth program managed to increase their aggregate revenue by 93%, profit by 100%, with some now exporting to new markets.

With the above numbers in mind, the Next Practice mandate is threefold;

- 1** First-harness a business' desire to grow.
- 2** The next is to foster and encourage a willingness to change and improve.
- 3** The last is to provide the key learning ingredients.

“
Learning is not compulsory; it's voluntary. Improvement is not compulsory; it's voluntary. But to survive, we must learn.”

Dr W. Edwards Deming

“
So, let's take a few steps back to the beginning of this article, and what we see as the 7 key ingredients that empower the growth of your business. While they seem intuitive, it is not until we fully understand, and practice them with support, that they become the 'Next Practice'.”

7 ingredients to fuel business growth... the Next Practice!

1. Re-evaluate your products and services

Every company begins with an idea. It could be how to capitalise on an emerging trend, a customer need, or even a product or service that an entrepreneur wants to develop. But when a company's growth has stalled, leaders, CEOs and management teams need to re-evaluate their offerings and review what products or services are performing best, together with the key question: "What are we the best at?". By adopting a continuous improvement cycle, businesses can determine the efficiency of their company and ensure they're not losing money on offerings that aren't profitable, or providing value to clients.

2. Identify new markets and customers

Customers and markets are critical to growth. Simply put, you can have a great product or a break-through technology, but if no one is willing to pay for it or use it, you'll be out of business. To grow, leaders, CEOs and management teams must follow market trends, collect market data and information, track competitors, design products and services with their customers in mind, and focus marketing efforts to that end. Collectively, a company must be able to identify their 'ideal customers'. Businesses must develop a plan to reach more ideal customers in more markets, and cut back on customers who provide no strategic value.

3. Manage externalities, competitors and strategy

If leaders, CEOs and management teams are serious about their growth strategy, they need to think about good risk management planning to identifying new customers, developing new products, or selling new products to new customer segments. In that frame, teams also need to keep a constant eye on their environment to ensure they don't trip up due to externalities like competitor activity, interruptions due to technological change, changing regulations or fluctuating exchange rates. Externalities may not be within your control, but if you fail to capture and assess the risks, the impacts can be far reaching, both personally and professionally.

If you want your company to survive, you need sound planning, simple well-developed processes, and the all-important discipline to execute, monitor and improve these plans.

4. Financing growth—cash flow is the lifeblood of your company.

To grow, most companies turn to debt financing and fund activities themselves, through family trusts or of course, banks. An extended view is a must in these cases and needs to include government grants, research & development tax credits or equity investors. But before you seek funding, make sure you're managing what you already have. Getting payments once you've delivered your product or service can ruin cash flow.

The creation of a 'winning formula' in terms of a process will give you the edge to ensure you invoice clients promptly, follow through on receivables that are due and not paid, and encourage customers to pay promptly by providing inducements for early payment.

This is the lifeblood of your business and is a vital ingredient for a business to grow.

5. Building the organisation, planning and selecting the right people

By far, the largest and most common challenge companies experience is organisational. Be it a weak or ineffective culture, lack of a business plan, underperformance from staff, customer information systems that are lacking, or even leaders, CEOs and management teams who do not understand their leadership roles and responsibilities. All these factors significantly hinder growth, and aren't always straight-forward or easily identifiable.

As a company grows, the planning process must allow contribution from both the leadership team and key employees. In this context, you can see how incredibly important it is to engage and empower staff. It keeps people motivated, in action and provides an understanding of how their contribution adds value to the organisation and its outputs. This is the heart of organisation and the pulse is defined and set from the top and supported throughout.

6. Measure, measure, measure!

Considering our earlier running analogy, I have had the pleasure (and pain) of running several marathons. What I learned very quickly was that, by maintaining a virtual 'dashboard' I could monitor my split times, cadence, distance and heart rate, whether in training or during an event. These key measures helped me adjust my training and race plans to improve my performance, and helped me achieve my goals.

Leaders, CEOs and management teams can, and I believe should take the same approach—in a dynamic market there is a need to constantly measure all the components and ingredients of their company to understand what factors impact success. What areas can be improved? Is the business on track to deliver on its goals? As the legendary management consultant Peter Drucker stated, 'If you can't measure it, you can't improve it.'

7. Managing yourself personally and as a leader

The last but by no means the least important of the ingredients. Understanding ourselves as leaders is crucial in how roles and responsibilities change during the various stages of growth, and how behaviour impacts their company's growth from one stage to the next. The self-awareness piece should not be understated in the context of growth within a business. Leaders, CEOs and management teams as individuals must 'start with the Why' – defining the purpose, cause or belief that inspires us to do what we do... the true motivation in driving growth.

Leaders, CEOs and management teams must create time for working 'on the business' rather than 'in the business'. For this ingredient to be effective, key people within a business must be mindful not to spread themselves too thin, which can ultimately lead to burning out, which in turn deteriorates communication and degrades company culture. Delegation is a critically important skill for leaders. If done effectively, delegation can free up a leader's time and allows them to focus, rather than be bogged-down in something less worthy and often unrelated.

The question for you is simple- can you imagine having ready-access to world class ingredients, alongside intimate support to improve your business? Education is the key and the ingredients are in reach to begin the Next Practice.

To begin a conversation about Next Practice, feel free to contact Nick via email: nick@nextpractice.education

“ One of the greatest discoveries a man makes, one of his great surprises, is to find he can do what he was afraid he couldn't do

Henry Ford

”

The detriment of dealing with data

By Kobi Simmat

Implementing a quality management system that directly addresses the challenges of data protection, like the ISO 27001 standard have a stronger leg to stand in comparison to a business without. 🔒



If you haven't been hacked before, congratulations. You're in a perpetually-shrinking minority of people that haven't been targeted... Yet.

In 2017, the reality is there's no one- no individual, no hospital, no multi-national banking corporation or tech-savvy Silicon Valley start-up that is immune from the irrevocable damage following a data breach. I once heard a sentence that I won't soon forget in regards to this: "You can actually be 100% secure on the internet... But allow one nanosecond to pass, and you're vulnerable again."

We recently made a clip recontextualising the events of the 2016 Census. In August 2016, the Australian Government's credibility when it comes to data security was undermined.

Regardless of the narrative that unfolded in the hours and days afterward- for whatever reason, be it hackers, a server over-load or Saturn's nearest moon coming perfectly into line with Earth, the system went down.

I'm not here to speculate about that, I'm here to talk about why a lot of businesses have it completely backwards when it comes to this stuff.

It's an everyday occurrence for someone to obtain personal information and use it against a person or organisation. Whilst typically reserved for individuals who are in turn blackmailed - large organisations are also prone. The truth is, a lot of PR goes into covering up an attack, and the organisation won't admit

they've been compromised unless they REALLY have to, i.e. when Target had over 40 million credit card details compromised.

Why is this? Because as you can probably imagine- security breaches in 2017 are the digital equivalent of a restaurant serving Risotto with a sprinkle of anthrax. It's toxic for business.

Arguably the hardest thing to build in a business is the trust that your customers have when consuming your goods and services. While it may take a long, long time to build up that trust, one data breach and you'd best prepare to lose most if not all your customers.

There's also the phenomenon of hackers-for-hire, a commercial enterprise that has thrived on the dark web, the unmonitored underbelly of the internet. For as little as \$25, you can hire an anonymous hacker to compromise an individual's data, and for a business that'll be \$50 thank you very much.

Look- I'm not here to depress you on the bus ride home, I'm here to be real with you, because I'm the CEO of a company that is focussed purely on continuous improvement, both for businesses and individuals.

We've moved into an increasingly cloud-based, spreadsheet-filled data utopia, which has had profound impact on the productivity of business. If you're happy to sit in the 20th century, chances are your business has stayed there too. Business that embraced technology, rather than be scared away by it have flourished in recent years. However- you need to consider the potential hazards out there as you navigate your way through the vast ocean that is the internet.

That's why Implementing a quality management system that directly addresses the challenges of data protection, like the ISO 27001 standard have a stronger leg to stand in comparison to a business without. Implementing and getting certified in this area could prove to be an investment against a threat that never materialises, but it could also mean the difference between your business staying operational and closing up its doors.

The phrase "you've 'gotta spend money to make money" comes to mind here, but we're talking about a different kind of investment, much like insurance premiums. Investing in effective data-protection methods is not what you'd call affordable either, such is the sophisticated nature of cyber-attacks and means of entering your system through sometimes completely unexpected devices.

If you invest in the right means of protection, your customers will never know. But that's exactly how you want to keep it.

I've racked my brain thinking of the most appropriate way to sum up the discourse surrounding data protection, and to quote Matt Groening's 'Futurama'.

“
When you do things right, people won't be sure you've done anything at all.
”

It's often a thankless investment of time, effort and energy - but judging by the direction we've moved as a society, it more than likely will turn into one of your business' most precious assets.

The 5 leadership abilities™

Hitting the ceiling is when you, your department, and/or your company stop growing.

It's a feeling of being stuck, overwhelmed, and frustrated. You normally scratch your head and ask, "What happened? This is actually a good sign because all entities that grow go through growing pains and hitting the ceiling is a growing pain. While this is scientific, breaking through the ceiling is also scientific. Whether or not you break through the ceiling is in direct proportion to your ability to master the five disciplines.

1 Your ability to simplify

- As an entity grows, so does the amount of information, details, and units. It gets more complex and chaotic.
- You must dumb it down and keep it simple (KISS)
- Simplify the messages, processes, structure, vision and communication.
- Ask yourself, "Is it as simple as possible?"

2 Your ability to delegate and elevate

- Delegate and elevate to your true skill set.
- True growth is a series of delegating and elevating.
- You only have 100 percent of your working time. If it takes 120 percent to do the job well, you must delegate and elevate the extra 20 percent.
- The people you delegate to and elevate must be the right people in the right seats. They must share the core values and they must get it, want it and have the capacity to do the job (GWC™). If they don't, you can't delegate and elevate and you must solve the people issue first.
- "Let go of the vine"

3 Your ability to predict

- You must be strong in both long and short-term predicting.
- Long-term predicting is your ability to predict and plan 90 days and beyond (climb the tree/work "on" the business).
- Short-term predicting is your ability to solve all issues on a daily and weekly basis for the greater good of the company (IDS).
- Otherwise, your organisation won't have direction and the ability to prioritise. Issues will pile up and go unresolved and things will ultimately implode.

4 Your ability to systemise

- Systemise simply means to document, simplify and get everyone following your six to ten core processes that make up your ability.
- Document the 20 percent that gets you 80 percent of the results (The Three-Step Process Documenter™).
- Simplify your processes by taking out redundant steps and unnecessary steps and incorporating checklists.
- "Followed by all" means you must train and manage everyone to follow the process - no exceptions.
- As a result, you will create consistency in your organisation. With consistency comes simplicity in management, efficiency, better results, predictability, more enjoyment and more profitability.
- You have to systemise the predictable so that you can humanise the exceptional.

5 Your ability to structure

- You must take a big step back, rise above the organisation and see the big picture. As Kurt Gödel said, "You can't be in a system, while at the same time understanding the system you're in."
- Once you have taken a step back, you must decide what is the right and best way to structure the organisation to get to the next level. Forget about people, personalities and egos.
- Use the Accountability Chart to determine the right structure for your organisation. As a result you will identify all available seats and determine who is accountable for what.
- Get the right people in the right seats.

“
You can't be in a system, while at the same time understanding the system you're in.
”





Profile KEVIN JAMES

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How I Found Best Practice

I've known Kobi for about 12 years, when he did some contract audits for me. As time went on he was establishing his own business in the background and eventually attained JAS-ANZ accreditation for Best Practice Certification.

Goals

My goal is to maintain the status quo until I fully retire. Working with Best Practice gives me the opportunity to keep active and help the company to grow and develop and our clients to implement a Management System that is simple, practical and adds value to their business.

Weekends

Weekends for me are normally 4 days which are usually spent maintaining our house and garden or visiting grandchildren in Melbourne and Perth or dining out with friends.

Like about Best Practice

Working for Best Practice is an invigorating experience for me. It is stimulating to work with these young, enthusiastic people and hopefully provide some worthwhile knowledge from my working life experiences to our younger staff members and newer clients.

Favourite Part of the Job

My favourite part of the job is probably helping clients to understand what having a Management System is all about. Most clients are probably undertaking certification because they have to rather than because they want to, as their clients demand it. To help them realise that such a System doesn't have to be complex and administrative and can be of significant benefit to their organisation, is very satisfying for me. Helping them to understand the intent of the Standards, to implement a System that is simple, practical and reflects their business operation, together with the concept of continual improvement, is very rewarding.

Career Highlights

My career highlights would include installing and maintaining large mainframe computers back in the days of vacuum tubes and punched cards. Such Systems including the first data processing bureau in Sydney and the Snowy Mountains Authority. Then moving into mini computers and distributed processing and being part of the highly political change from physical typesetting to electronic typesetting in the newspaper industry and the innovation of automated warehousing. My career changed direction in 1990 when the PC spelled the end of "proper" computers and I began writing Management Systems as a consultant. This was a very interesting and rewarding time, understanding Quality Assurance, the ISO standard and how best to develop and implement a simple but beneficial System that people understood and complied with the requirements of the Quality Management standard. My most recent highlight would be joining Best Practice

and having the opportunity to keep working and enjoying what I do.

Hobbies and Interests

My hobbies and interests revolve around historic sports and racing cars, particularly from the 1950s and 1960s; Sailing, particularly traditional wooden yachts and sailboats; Traveling to parts of the world I haven't been to, particularly by small ship or river boat and with a garden focus. Following the professional tennis circuit and attending tournaments like the Australian Open.



To help clients realise that such a System doesn't have to be complex and administrative and can be of significant benefit to their organisation, is very satisfying for me.

By Alexi Falson

Certification at 5,164m above sea-level.

It's a stunning blue sky day in the Himalayas, and Mt. Everest's closest relative, Nuptse (7,861m) is now beginning to block the final hours of light over the surrounding valley, flanked by the immense Khumbu icefall- the temperature drops immediately.

My eyes have been fixed on the ground below for such a time now that my neck is beginning to ache; let alone my lower-back from the 15 kilogram backpack I've been lugging around for over a week now.



Not too long now", I hear the softly-spoken voice of my Nepalese guide, Rupa in front. "We sleep in Gorak Shep tonight."

Gorak Shep is the last village you'll take shelter in as you make your way up to the bottom of the top of the earth- Mt. Everest Base Camp. It's also the highest known inhabited village in the world, which almost is surprising considering there's few signs of life up here, hours worth of trekking to the nearest village, temperatures dropping to -40C in

winter, and a name that translates directly to English as "dead ravens", of which I noticed a few, due to the lack of vegetation at an altitude totally unsuitable for life of any kind.

The village, made up of just a few Sherpa-owned hotels came into my vision to the delight of my calves, lungs, rapidly-beating heart and my soul; a big plate of Dahl-Bhat, rum mixed with hot water and warmth, most importantly warmth was only a short distance away. Stepping inside Yeti resort, I notice immediately that despite this being the furthest place from civilisation on the entire trek, it is far from the worst. The ceilings are high, a welcomed addition for someone of my stature, with the walls given what looked like a fresh lick of paint only weeks ago.

With my legs throbbing, a slight headache from the 50% less oxygen here at this altitude than my Narrabeen home and a cup full of rum-punch, my mind couldn't have been further away from work- encompassed by thoughts of tomorrow's views of the world's largest peaks, aware I am becoming increasingly infected by the intrinsic beauty of the Himalayas.

As my romanticism subsides, my bladder enlarges and I retire to the facilities, greeted by a toilet bowl housing a block of ice. Gauging my surroundings, I notice something that to this day still remains one of the more surprising aspects of the trip. The toilet door, ceiling and what I later discovered to be the entire hotel was constructed from ISO-9001-certified timber; talk about an unexpected work surprise. Obviously curious, I introduce myself to the hotel owner, Suman. Suman as it turns out is one of the most respected Sherpas in the Everest valley, largely due to his superior caste, being born a Brahmin.

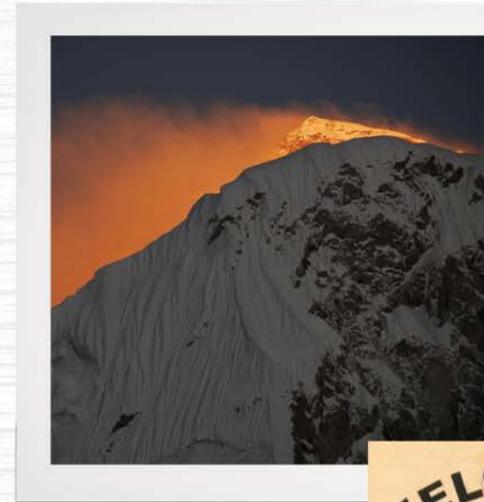
With the help of Rupa, my guide for some translation, I discovered that the local Sherpa people, despite their lack of resources and hindered by their isolated location discovered the benefits of ISO-certified materials for construction long ago.

"Many years ago, the Nepalese government was constructing suspension bridges, connecting villages and improving the condition of the trekking paths for tourists. The government, gave us new technologies like hydroelectric stations, water treatment and mirrored panels to boil water only the sun." Suman uttered in the typical soft tone I had become accustomed to from the Nepalese.

"This was very different to the traditional Sherpa lifestyle." Rupa said on Suman's behalf.

As it turns out, for the third-poorest nation in Asia, maintaining healthy tourist numbers has been a top-priority for the Nepalese government for decades now. The government has acknowledged that two-thirds of people visiting Nepal are here for trekking purposes, and upheld a healthy amount investment in the area.

Aside from the obvious improvements to the safety of the treks, and increasingly sophisticated means



Scan to view the Government of Nepal's tourism Sector profile pdf



of transporting large goods and sick people via helicopters, the Nepalese government offered current and potential lodge, tea house and hotel owners cut-price, and often free building materials to foster growth within small villages.

The Nepalese government wanted to assist in the construction of new facilities, ultimately to benefit trekkers and stimulate further tourism- so long as the construction utilised quality-assured materials. These were, as a government prerequisite, ISO-certified materials that could be passed on to lodge owners, knowing their quality has been tested and approved by a system like ISO.

It's often said that like it or not, work has a way of catching up with you. Despite the fact I was more than 5 kilometres up in the sky, work did indeed manage to catch up with me- however, it certainly wasn't accompanied by any sense of dread. At times, it's easy to define and relegate places like Nepal to the third-world, developing or whichever euphemism you'd like to use in favour of poor, and in turn deem it as a less than important.

However, in the context of improvement, my brief time in Nepal showed me that there is often more attention paid to both self-improvement and business improvement than we in the West tend to give credit for. Take Nepal's first ISO-certified trekking expedition company for example (<http://www.naturetrail.com/>), or the National Certification & Management Nepal Group (<http://natcmnepal.com/>) that offers certification to all types of industry based in Nepal.

While technically yes, that's a competitor, I personally feel a sense of joy that future projects running in Nepal will have an ISO-backed system behind them- improving everything from a company's bottom-line to the number of injuries and fatalities that occur in the workplace; an undeniably dangerous aspect of some projects taking place in less developed nations. For a country with such staggering beauty, only matched by the kind nature and hospitality of the people, I feel happy knowing that Nepal, just two years after a devastating natural disaster is well on the road to recovery, backed up (in parts) by support systems like an ISO-certified system.

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To watch the previous Webinars check out our [youtube.com/user/BestPracticeCert](https://www.youtube.com/user/BestPracticeCert)



3rd May, 2017

🕒 2:30pm - 3:30pm AEDT

ENVIRONMENTAL SUSTAINABILITY AND BUSINESS



Webinar Content: This webinar will provide you with an introduction to ISO 14001 Environmental Management and of course, the 2015 transition. Environmental management and sustainability focuses on finding solutions to the world's most pressing environmental problems. Our presenter, Best Practice CEO, Kobi Simmat, will help to unravel the terms and principles in plain and simple language that can be used by real people in everyday businesses.

5th July, 2017

🕒 2:30pm - 3:30pm AEDT

MANAGING YOUR ORGANISATION'S DATA SECURITY RISKS

Webinar Content: Most successful companies of today, whether enterprises, mid-market, or small businesses, are either based online or have a firm presence online. And the reality is, just by conducting business online, any one of these companies can suffer a breach in data security.

Our webinar will teach you how to implement and audit an information security management system adhering to the specific requirements of ISO/IEC 27001.

7th June, 2017

🕒 2:30pm - 3:30pm AEDT

INTERNAL AUDITS MADE EASY

Webinar Content: Implementing the requirements of ISO standards can be a daunting task for many organisations.

Many organisations are tempted to establish processes with the primary purpose of conforming to the requirements of a standard. In doing so, however, it is easy to lose sight of the primary intent of the standard: To continually improve the effectiveness of the management system implemented within the organisation!

9th August, 2017

🕒 2:30pm - 3:30pm AEDT

THE STRATEGIC MANAGEMENT OF HEALTH AND SAFETY

Webinar Content: ISO 45001 is the new international standard for Workplace Health & Safety, set to be released in 2017.

In this webinar your presenter, Best Practice CEO, Kobi Simmat will give you an introduction to ISO 45001, cover what's in the new draft standard, and share some tips and tricks to get you on your way.

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