

# **YOUR COMPETITIVE EDGE: ASSESSING AND IMPROVING BACK OFFICE PERFORMANCE AND RETURN**

Businesses are being challenged to reduce operating cost, improve performance, and in many cases downsize to remain competitive. Reacting quickly and effectively often leaves business owners feeling unsure of the next move.

Learn to assess your infrastructure and apply long-term strategy to your immediate decisions, giving your company the competitive edge.

## **Key Takeaways:**

- Valuable tools for setting and assessing key performance indicators
- How to evaluate non-production and non-revenue generating areas of business
- How to approach decision making in a dynamic environment
- How to improve performance while requiring fewer resources

Regardless of your business sector, you will benefit from new tools and techniques, plus new ways of looking at your business performance. Start realizing value the very next day!

**When:** Thursday, September 24<sup>th</sup>, 4:30 pm  
**Enjoy drinks, appetizers and information!**

**Registration:** \$15 per person

**Location:** Crowne Plaza Hotel

**Presenters:** Allison Madison and Ben Griner

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