

## **The challenge**

A popular children's leisure facility in Norfolk, faced a critical situation following a failed regulatory audit. The audit revealed significant gaps in their operational documentation, inconsistent safety procedures, and unclear staff responsibilities. With their operating license at risk and customer confidence shaken, they needed immediate, comprehensive support to rebuild their operational foundation.

### **Key issues identified:**

- Incomplete or outdated safety documentation
- Inconsistent staff training and procedures
- Lack of standardised operating procedures (SOPs)
- Poor record-keeping systems
- Unclear roles and responsibilities
- Non-compliance with industry regulations

## **The *A La Carte Management* approach**

Drawing on my extensive experience in corporate environments, entrepreneurial support, and practical problem-solving skills developed as a farmer's wife, I implemented a comprehensive operational transformation program.

### **Phase 1: Immediate stabilisation (Week 1-2)**

- Conducted thorough operational audit to identify all compliance gaps
- Created emergency interim procedures to ensure immediate safety compliance
- Established temporary documentation systems
- Provided crisis management support to leadership team

### **Phase 2: Documentation overhaul (Week 3-5)**

- Developed comprehensive safety management system
- Created detailed SOPs for all operational activities:
  - Daily opening and closing procedures
  - Equipment safety checks
  - Emergency response protocols
  - Customer incident reporting
  - Staff training procedures
  - Cleaning and maintenance schedules

### **Phase 3: Systems implementation (Week 6-7)**

- Designed user-friendly documentation storage system
- Implemented digital record-keeping solutions
- Created staff training modules and assessment tools
- Established regular review and update processes
- Developed compliance monitoring dashboard

### **Phase 4: Team training & culture change (Week 8)**

- Delivered comprehensive staff training on new procedures
- Created role-specific responsibility matrices
- Established regular team meetings and feedback systems
- Implemented continuous improvement processes

## **Key Deliverables**

### **Documentation Package:**

- 25+ Standard Operating Procedures
- Comprehensive safety management manual
- Staff training materials and assessment tools
- Incident reporting and management system
- Compliance monitoring checklist
- Emergency response procedures







### Systems & processes:





- Digital documentation management system
- Staff training tracking system
- Regular audit and review schedule
- Performance monitoring dashboard
- Continuous improvement framework

### Results Achieved

#### Immediate Impact:

-  Passed follow-up regulatory audit with zero non-compliance issues
-  Restored operating license and customer confidence
-  Reduced operational incidents
-  Improved staff confidence and job satisfaction

#### Long-term Benefits:

-  Increased operational efficiency
-  Reduced staff turnover
-  Improved customer satisfaction scores
-  Established foundation for business growth and expansion

### Client Testimonial

"Katy's support was absolutely transformational for our business. Her ability to quickly understand our complex operational needs and create practical, effective solutions saved our business. The documentation and systems she developed didn't just help us pass our audit – they've made us a better, more professional operation. Her experience across different industries really showed in her approach."

- Josh, Managing Director

### Why This Project Succeeded

This transformation was successful because of:

- **Diverse experience:** My background in corporate marketing, entrepreneurial support, and practical problem-solving provided a unique perspective
- **Systematic approach:** Breaking down complex challenges into manageable phases
- **Practical solutions:** Creating documentation that staff could actually use and follow
- **Stakeholder engagement:** Involving the team in the process to ensure buy-in
- **Continuous support:** Providing ongoing guidance through the implementation phase

### How A La Carte Management Can Help Your Business

Whether you're facing regulatory challenges, operational inefficiencies, or need to establish robust systems and procedures, A La Carte Management provides the expertise and support to transform your operations.

Our approach combines:

- Regulatory compliance expertise
- Practical operational experience
- Flexible, tailored solutions
- Ongoing support and guidance

Ready to transform your business operations? Contact us today to discuss how we can help.

