

**Projects On Time and On Budget
(PRONTO)**
**A Handbook:
Effective Business Improvement
Projects Using the PRONTO
Methodology**

Foreword

The **PRONTO Handbook** has been developed as part of the Erasmus+ project called **Projects on Time and on Budget (PRONTO)**. This Handbook explains how businesses can use the PRONTO resources to develop and improve business performance through the delivery of business improvements projects.

All the **PRONTO resources** – the **PRONTO app**, **PRONTO Learning Journeys**, **PRONTO Tools** and **PRONTO Case Studies** can be used as a standalone resource or together leading to substantial improvements to business processes, systems, performance, productivity, and performance.

Business process improvement (BPI) is an approach used to identify and evaluate inefficiencies within the organisation. It redesigns existing business tasks, improving their effectiveness, enhances the workflows involved, and optimises performance.

A business process is a set of activities performed by one or more people with the aim of achieving business goals. **For a business to be productive and profitable, its processes must be effective.**

<https://pronto-project.eu>



PRONTO Handbook

Companies that actively look for ways to enhance their business will invariably increase the value of their products and services – the use of **Business Improvement Projects** is essential to ensure operations remain efficient and that they are continually improved and developed.

This Handbook is designed to help you to plan and implement your own business improvement projects using the PRONTO resources.

It is recommended that you use the resources including the **PRONTO app** in conjunction with the **PRONTO on-line Learning Journeys**:



Introduction

Purpose of the Handbook

The Handbook is designed to help enterprises to plan and implement effective business improvement projects. The Handbook must be used in conjunction with the **PRONTO project management app**, the **PRONTO tools** and other resources designed specifically to help smaller enterprises to implement high impact business improvement projects. To benefit from using this Handbook, you need to also use the **PRONTO Learning Journeys** and a set of business improvement project tools. These can be accessed and downloaded by visiting:

<https://pronto-project.eu/>

Throughout the Handbook, you will find links to the PRONTO resources that you can access, use, and download to help you to drive improvement project within your enterprise. The **PRONTO Methodology is simple to use** and will make an **impact on your enterprise's productivity, performance, and profitability**.

The PRONTO Methodology is flexible and can be used to underpin a wide range of business improvement projects including:

- Speeding up **onboarding**
- Streamlining **contract processes**
- Improving your company's **sales cycle**
- Optimising key work **processes**
- Improving **financial** processes
- Streamlining **HR processes**
- **Reducing errors**
- Increased **automation**.



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Business Improvement Processes

Business Process Improvement (BPI) refers to assessing existing processes in an organisation, identifying weaknesses, analysing performance, and making proposals for the redesign of the process to boost efficiency in the workplace and streamline task performance.

Improving a company's processes is an important of managers and can lead to increased efficiency that makes the enterprise more competitive. A business process refers to any set procedures that an organisation implements to handle repeated actions and key procedures and processes.

Business process improvement is a practice that allows managers to increase the effectiveness and efficiency of an organisation's procedures. This can help promote success, increase staff motivation and ensure the company can compete in the market. A significant part of this process is observation and analysis to evaluate how the company currently operates and find areas where improvement might be possible. This can also align with particular goals, such as increasing market share, improving customer satisfaction or reducing costs.

The impetus for initiating process improvements often comes from identifying a negative pattern, such as falling sales, increased customer complaints or anything that could be an indicator of ineffective practices. This might indicate an area of business activity that requires attention or it could necessitate further investigation. Careful observation and analysis can help you determine areas for improvement so you can develop a plan for addressing them.



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Developing Your BPI Plan (1)

Business process improvement (BPI) requires the use of various resources, proper management, and administration during implementation. Hence, to achieve the success you must follow a certain methodology. PRONTO provides such a methodology as well as the tools to plan and implement business process improvement projects.

To increase the chance of success of your business improvement project follow the eight-step process described below:

Step 1: Clarifying Your Goals

Step 2: Centralising Processes

Step 3: Reviewing All Available Data

Step 4: Creating a Prioritisation List

Step 5: Creating or Up-date Key Process Maps

Step 6: Analysing Process with Stakeholders

Step 7: Selecting Improvement Strategy

Step 8: Executing and Evaluating Improvement Strategy



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Developing Your BPI Plan (2)

<p>Step 1: Clarifying Your Goals</p> <p>What are you hoping to accomplish?</p> <ul style="list-style-type: none"> - Save time, money, resources - Automate, streamline, replace process - Increase output, productivity 	<p>Step 2: Centralising Processes</p> <ul style="list-style-type: none"> - List your core processes - Gather information of the processes and any existing procedures
<p>Step 3: Reviewing All Available Data</p> <ul style="list-style-type: none"> - Begin to identify 'critical' and key processes and areas needing improvement 	<p>Step 4: Creating a Prioritisation List</p> <ul style="list-style-type: none"> - Create a prioritised list of areas for improvement - Identify 'low hanging fruit' (e.g. complicated processes that cause BIG problems)
<p>Step 5: Creating or Up-date Key Process Maps</p> <ul style="list-style-type: none"> - Take time to map or list the steps in your current procedure - Look at the procedure from different perspectives 	<p>Step 6: Analysing Process with Stakeholders</p> <ul style="list-style-type: none"> - Look out for 'bottlenecks' in your processes - Talk to people involved in using your process
<p>Step 7: Selecting Improvement Strategy</p> <p>Most process improvement projects fall into one of three categories:</p> <ul style="list-style-type: none"> - Modernise - Optimise - Standardise 	<p>Step 8: Drafting a Project Improvement Plan</p> <ul style="list-style-type: none"> - Start to consider how you can improve the process - What resources (money, people, technology) will you need? - What is your timescale and what will success look like?



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Business Improvement Tools

The following Business Improvement Tools can be used to help you to pinpoint issues and to develop solutions which you can then build into your Business Improvement Projects.

Techniques & Tools	Description	See PRONTO Resource
PDCA	PDCA provides a methodology for implementing continuous improvement enabling you to solve problems and implement solutions using four simple stages (P lan, D o, C heck and A ct).	Learning Journey 1
PESTLE	An acronym standing for P olitical, E nvironmental, S ocial, T echnological, L egislative, and E conomic that helps businesses to reflect on the impact of multiple factors on their performance.	Learning Journey 2
SWOT	An acronym standing for S trengths, W eaknesses, O pportunities and T hreats that helps businesses to reflect on the impact of multiple factors on their current and future performance.	Learning Journey 2
Brainstorming	Brainstorming is a tool for generating new ideas, without filters, and with the aim of generating as many potentially useful ideas for improvement as possible.	Learning Journey 2
Mindmap	A Mindmap is a simple, structured way to identify, share and capture ideas to improve the current and future performance of a business.	Learning Journey 2
5 Whys Technique	The 5 Whys method is a simple and effective problem-solving methodology. By asking ' Why ' five times to help identify the real cause of a problem.	Learning Journey 2
Fish Diagrams	A simple way to identify potential and actual impact of events, issues, and challenges on the performance of a business in the form of a 'cause-effect' diagram.	Learning Journey 2
Pareto Charts	A Pareto chart is a form of graph that includes bars and a line. That can help to understand the relationship of two or more variables on performance and outcomes.	Learning Journey 2



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Project Management

Effective project management is based on the project life cycle which comprises four phases: **initiation**, **planning**, **execution**, and **closure**. The PRONTO app is based on this cycle.

INITIATE	PLAN	EXECUTE	CLOSE
<ul style="list-style-type: none">• Undertaking a feasibility study• Identifying scope• Identifying deliverables• Identifying project stakeholders• Developing a statement of work	<ul style="list-style-type: none">• Creating a project plan• Creating workflow diagrams• Estimating budget and creating a financial plan• Anticipating risks and potential quality roadblocks• Holding a project kickoff meeting	<ul style="list-style-type: none">• Creating tasks and organising workflows• Briefing team members on tasks• Communicating with team members, clients, and uppr management• Monitoring quality of work• Managing budget	<ul style="list-style-type: none">• Analysing project performance• Analysing team performance• Documenting project closure• Conducting post-implementation reviews• Accounting for used and unused budget

Using the tools and resources which make up the PRONTO methodology, you can plan and implement small and large scale business improvement projects. Having an understanding of the project life cycle is essential for helping to ensure the impact and success of any business improvement project.

The PRONTO Learning Journey 3 **Begin with the End in Mind: Project Planning** explores all aspects of project management.



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Project Tools

The following **Project Tools** can be used to help you to plan and develop your Business Improvement Projects. It is recommended that these tools be used **BEFORE** setting up your project using the **PRONTO app**.

Techniques & Tools	Description	See PRONTO Resource
Project Life Cycle	This tool helps you to structure your project from concept to closure.	Learning Journey 3
Risk Assessment	This tool helps you to pinpoint potential risks and contingency plans for your project.	Learning Journey 4
Gantt Chart	Gantt charts provide a simple way of showing the sequence of project activities.	Learning Journey 4
Impact Tool	This tool is important as it helps to keep you focused on the results and impact of your Business Improvement Projects.	Learning Journey 4
The Business Case	You need to have a clear and concise business case for all Business Improvement Projects.	PRONTO Toolkit
Project Initiation Document	This is a helpful checklist which can make sure you off all pre-project activities to increase project success.	PRONTO Toolkit
Communication Plan	Effective projects benefit from clear and concise communications such as used in this tool.	PRONTO Toolkit
Project Meeting Agenda/Minutes	Projects involve teams and meetings – this tool provides two simple templates to use with your team.	PRONTO Toolkit
Project Review Report	To maximise the project impact, you need to review project progress especially for longer, complex projects.	PRONTO Toolkit
Project Closure Report	This tool helps to learn the lessons from each project and this tool will help you make sure there are no loose ends.	PRONTO Toolkit



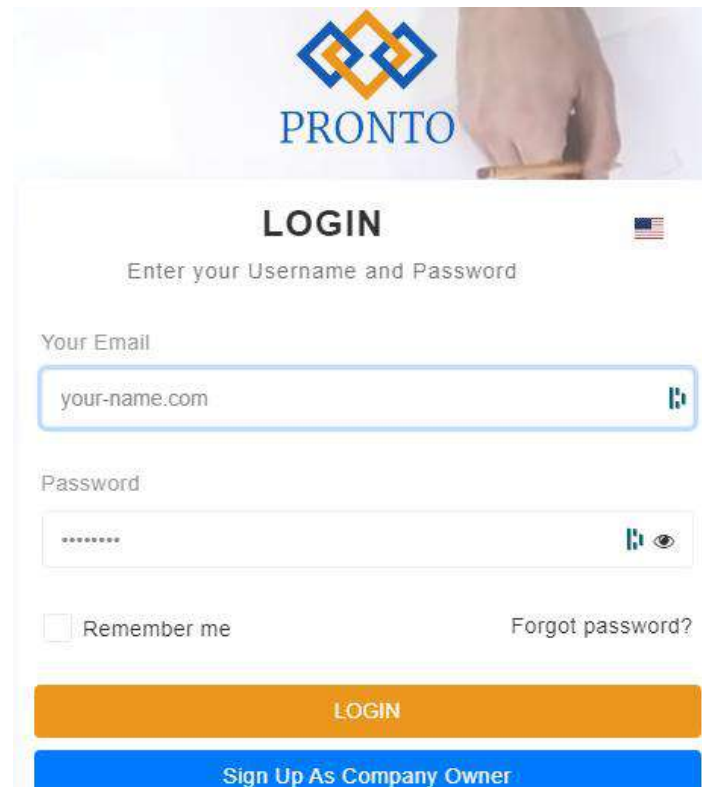
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The PRONTO App

The PRONTO Methodology and the PRONTO app have been designed specifically for smaller enterprises. PRONTO is intuitive and in just a few steps you can be planning and implementing your own business improvement projects. To start using the PRONTO app, visit the PRONTO website at: <https://pronto-project.eu/> and then register.

Step 1: Register and Log In



The screenshot shows the PRONTO login interface. At the top, there is a banner with the PRONTO logo (a stylized blue and orange geometric shape) and the word "PRONTO" in blue. Below the banner, the word "LOGIN" is centered in bold black text, with a small American flag icon to its right. Underneath "LOGIN" is the instruction "Enter your Username and Password". There are two input fields: "Your Email" with a placeholder "your-name.com" and a PRONTO icon on the right; and "Password" with a placeholder of seven dots and a PRONTO icon and an eye icon on the right. Below the password field, there is a checkbox labeled "Remember me" and a link "Forgot password?". At the bottom, there are two buttons: an orange "LOGIN" button and a blue "Sign Up As Company Owner" button.



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Basics for use as a company



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Most important functions

- ◆ Dashboard with insights such as costs, project statuses, task statuses and more.
- ◆ Create & manage your projects and add your team members to the projects.
- ◆ Control company costs.



Scan me for screencast with a step by step tutorial!



Register & login



Fill in your company details. When you click on Sign Up, check your inbox and verify your e-mail address. Login with your email and chosen password.

Add users to your company



Click 'manage users' in the menu. Here you can add or invite users. You can give them different roles, positions and assign them in your projects.

Get insights in your project



Click 'manage project' in the menu, to see statistics of your project. Also add projects and add your team to it.

Cost management



Add costs such as (hourly) rates to your projects, whole project costs and estimate project costs.

Basics for use as a leader



Most important functions

- ◆ Add, plan and deliver projects.
- ◆ Manage your team.
- ◆ Monitor tasks you assigned to your team.



Scan me for screencast with a step by step tutorial!



Register & login



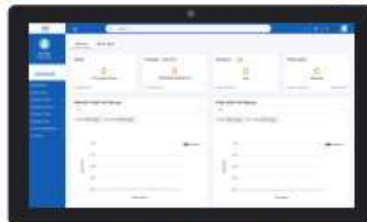
You can register when you are invited by a company. Check your mail, click the sign up link and log in with your chosen password. Don't forget to verify your e-mail.

Add users to your team



Click 'manage users' in the menu. Here you can add or invite users. You can give them different roles, positions and assign them in your projects.

Manage your projects



Click 'manage project' in the menu, to add or specify projects. Add start dates and deadlines.

Add tasks to your project



Add tasks to your project and assign them to team members.



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PRONTO How to Videos

To support you in using the PRONTO app, check out the **PRONTO How to Videos** at:

<https://pronto-project.eu/tutorial/>.



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Company Manager - How to Videos

1. Sign Up as a Company
2. Log In and Log Out
3. Edit Profile
4. Settings
5. How to Manage Users
6. How to Manage Projects
7. How to Manage Costs
8. Company Owner Dashboard

Team Leader - How to Videos

1. Log In and Log Out
2. Edit Profile
3. Settings
4. How to Manage Users
5. How to Manage Projects
6. How to Manage Costs
7. Team Leader Dashboard

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Going Forward

It is recommended that before embarking on any business improvement project, 'begin with the end in mind'. This means taking time to pinpoint the exact performance improvements you want to achieve.

Effective business improvement projects, start with detailed planning and being crystal clear on the impacts and outcomes you want to achieve.

The PRONTO methodology, provides a set of learning resources, tools, and templates for every step of planning, implementing, and evaluating your business improvement project.

The PRONTO app (<https://pronto-project.eu/>) will take your improvement projects to a new level. You can plan and manage our projects with your team using the app.

Top Tips:

1 Embrace small and continuous improvement rather than one BIG improvement

2 Take time to analyse and plan your improvement project BEFORE you start

3 Make everyone in your team a PRONTO champion – be a true leader!

4 Start small and then tackle more complex challenges as you gain in confidence.



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Right First Time

Notes & Comments:

