



Creating business

When you need everyone to understand the flow of resources in a business *value*

Make the most of the assets in your organization. Apples & Oranges™—Service is designed to help employees at any level understand the basics of business finance, as well as the critical importance of capacity utilization on the bottom line. Discover how investments in internal systems, cross functional expertise, shorter decision making paths, faster service, better planning and lower fixed cost contribute to the financial success of a service company.

Who Should Attend?

Employees at any level of a service organization.

Key Learning Points Include

- Two ways to increase revenue without raising prices, adding to staff, or working overtime.
- How even small changes in capacity utilization can increase profits.
- Understanding the income statement and a balance sheet.
- Understanding key performance ratios.

How Does it Work?

Apples & Oranges™—Service is a 4 to 6 hour simulation where people work in teams to manage a typical service organization. Each of the teams runs a business and makes decisions about staff development, capacity utilization, speeding up service and payments, reducing costs and serving the right customers to maximize utilization of resources. They must also determine the impact of these changes on the income statement, balance sheet, and key performance ratios.

Help everyone see the drivers for improved financial performance in service organizations

The simulation runs the course of three fiscal “years”. At the end of each year, participants analyze the business and make changes to improve financial performance. They run the business incorporating these changes and record the results on the company’s income statement and balance sheet and re-calculate the company’s key performance ratios. After the simulation is completed, the learning is applied to the participants real time business unit.



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After Apples & Oranges–Service...

Everyone will be able to contribute directly to financial and performance goals in the company. They will see how capacity utilization can be measured and managed in line with a corporate strategy. In addition, continuous improvement and learning can be effectively supported to ensure long-lasting results in line with the overall corporate strategy and company mission.

*Generate ideas and enthusiasm
through an understanding of
service management*

Discover for Yourself

Strengthen everyone's business sense and start profiting today! Contact the office nearest you for a demonstration or more information. Apples & Oranges can be customized for your business, and is available in several other versions, including: manufacturing, knowledge, health care and distribution.



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