



Achieving Consistent Execution

Create consistency, so business performance depends on clear guidance, not individual interpretation

Many organisations have documented processes, management systems and procedures, but they are applied differently across teams, functions and locations. LSS helps businesses create clear operational standards, improve process consistency and make knowledge easier to access. Using practical process improvement, digital tools and AI-enabled knowledge management, we help organisations become more consistent, scalable and resilient.

47%

OF EMPLOYEES STRONGLY AGREE

they know what is expected of them. Over half don't

10-40%

OF REVENUE IS LOST TO POOR QUALITY,
directly reducing your profitability

How we help

What problems do we solve?

- Management systems are followed, for compliance not for operational performance.
- The same process is performed differently depending on who carries it out.
- Knowledge is fragmented across locations, departments and individuals.
- Decisions rely on individual judgement instead of agreed standards.
- New starters and growing teams struggle to find reliable information.
- Growth increases complexity because processes are not consistently applied.

Business Benefits

1. Greater consistency across teams, sites and functions
2. Reduced variation, rework and cost of poor quality
3. Faster onboarding and improved knowledge retention
4. Better visibility of recurring issues and improvement opportunities
5. More scalable operations that support growth

Example Solutions We Can Develop and Deploy

1. One Definition of Success

Effective KPI tools with targets that move as the business matures, giving every team a standard to measure against. Your real data, reflecting your real activities, held up against KPIs which show how the business is performing.

2. A Management System People Want to Use

A management system map which guides people to the tools they use every day, supported by processes which interface with each other effectively and an AI which can tell you how it works. All supported by trained and accountable process owners.

3. Intelligence Built In

What if you had a knowledge base of your whole business, you could ask a question and it told you which team carries out the task, where the system lives, what report you should use and the current related KPIs.

Ask Yourself

- Q. If you asked five people on different teams to explain a process, would you get five different answers?
- Q. Do your best-performing teams/sites do things differently from the rest, and does anyone know why?

Why Clients Choose LSS

Operations Experience with Digital Expertise

We focus on how work actually happens. We help you identify where variation enters the process, and design practical controls that improve consistency.

Process-driven. Not person-dependent

Knowledge and Digitisation Combined

Our solutions, using Microsoft's platform, support consistency, placing the right information with the right people at the right time.

Knowledge in the workflow. Not in a folder

Our Focus on Business Outcomes

We help you move beyond procedural compliance and focus on operational performance, creating a stronger foundation for sustainable growth.

Performance by design. Not by chance

EXAMPLE APPLICATION

Ask B.O.B., the knowledgeable agent, not Bob

When under pressure the easiest thing to do is ask a colleague, in this example Bob. He may have been with the business a long time and be well-intentioned with his help, but maybe Bob hasn't moved with the times and his advice is no longer how work needs to be done. Enter B.O.B. (Back Office Brain) - we created an AI agent that can be trained on your management system and other internal knowledge sources to provide reliable and consistent results, right there in the moment, when your team needs it most.

Start with LSS Discovery

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BOOK A DISCOVERY CALL

Revision 1
Check the Latest Version