

UK Business Process Efficiency Index 2018



Our research: The efficiency of UK senior decision makers

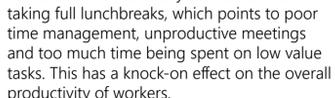
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Overview

We wanted to find out how UK senior business decision makers rate the efficiency of their business functions - from meetings and phone calls to customer relations management (CRM) and submitting expenses.

We surveyed 650 UK business decision makers: senior managers, C-level and business owners across a variety of industries to find out which business processes were holding them back and where time is being wasted.



We found that many time-consuming tasks are still being carried out in unnecessarily inefficient ways. Data also pointed to a lack of thinking time to implement digital transformation.

We also found that many workers are not taking full lunchbreaks, which points to poor time management, unproductive meetings and too much time being spent on low value tasks. This has a knock-on effect on the overall productivity of workers.

Key findings

We started by asking them to rate the following tasks from very inefficient to extremely efficient:

- Submitting Expenses
- Sourcing information from other departments
- Signing in visitors
- Access management (i.e IT security)
- Reporting activities to management/board
- Hiring contractors
- Stock checking
- Approving expenses
- Collaborating on a cross-departmental project
- Locating a document/files
- Replenishing supplies
- Onboarding new starters
- Sending marketing emails



Very Inefficient

- Paying bills
- Data back-up
- Collecting customer information
- Inputting data into a CRM system

Extremely Efficient

- Filtering candidates
- Arranging a meeting
- Locating purchase orders/invoices
- Reimbursing expenses to employees



Over half of business leaders admitted to wasting between **2-4 hours** on inefficient tasks a week.



At worst, this is up to **208 hours** a year, which equates to **26 days**, which is **more than a working month** wasted on inefficient processes.

Company size spotlight

Smaller companies (100 employees or less) struggle with:

Larger companies (over 100 employees) struggle with:

Inefficient recruitment

Collaboration

Expenses approval process

Inputting data onto a CRM system



Do business owners over-estimate their company's efficiency?

Evidence shows that UK business leaders consistently overestimate the performance of their businesses

- Tony Danker, CEO,



An industry led organisation created to help close the UK's productivity gap

Perhaps unsurprisingly, the majority of business owners rated their individual, applicable company processes as efficient. However, when we asked how much time in total they wasted on these tasks per week:



By contrast, C-Level executives admitted wasting even more: **55%** spend **5-10 hours** per week



The meeting brain drain

Whether in person, on the phone, internal or external, long, drawn out meetings in the workplace can be a place hope goes to die. And they're having a direct impact on our productivity.

C-level meeting spotlight



Company size spotlight

Smaller companies (100 employees or less) **28%** of C-Level execs spend 5-10 hours per week in internal face to face meetings

Larger companies (over 100 employees) **16%** of C-Level execs spend 5-10 hours per week in internal face to face meetings

Smaller businesses are more likely to spend 5-10 hours per week in internal face to face meetings

Regional spotlight

There's also a regional divide when it comes to lunch breaks and meetings

With businesses favouring an 'always-on' approach, and increasingly more time spent in meetings, full lunch breaks are becoming a thing of the past. Nearly a quarter of senior decision makers (24%) take a full lunch break less than once a week.

Northern Ireland was the worst offender, with over two thirds of business leaders rarely taking a lunch break, which is perhaps unsurprising because the same percentage are also spending over 10 hours in face to face meetings a week.

London, meanwhile, was equally divided on the matter, with 53% always or frequently taking lunch breaks, and 47% rarely or never.

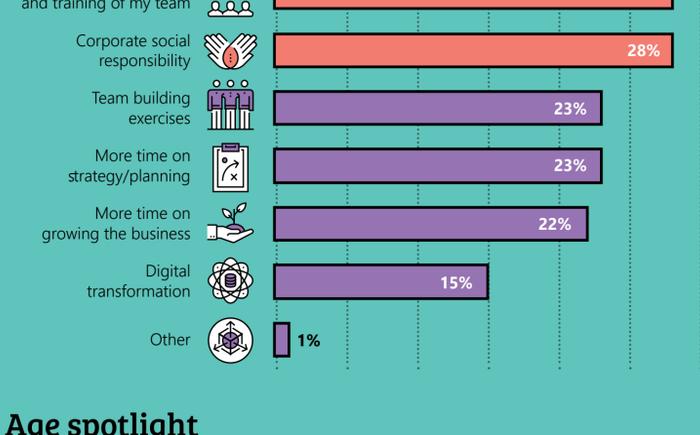
Scotland: 24% of respondents in Scotland admit spending 11-20 hours on external phone calls.

North East: 41% of respondents in the North East admit spending 11-20 hours on external phone calls.

London: only 3% of London-based respondents admitting to spending 11-20 hours on external phone calls.



Company priorities: what would business leaders do if they had more time?



Age spotlight

Under 45 more likely to spend time on:

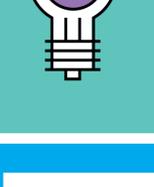
Over 45 more likely to spend time on:

corporate social responsibility

business growth

strategy and planning

Conclusion



With less than 250 days until Brexit, it's clear that UK businesses are at a crossroads. With a plethora of trade bodies, think tanks and financial analysts relaying concerns about the economic impact of leaving the EU, now is the time for business owners to take charge of their company's productivity, which means arming their employees with the tools they need to work efficiently.



Productivity 101: 4 steps for boosting productivity

Identify weak spots

Find out what processes are dragging your productivity down, and develop a strategy to combat them. And don't be the business leader who's over-estimating how efficient your company is. Go directly to the source, and survey your employees to find out what's holding them back, and how you can arm them with the best tools.

Invest in technology

There is a plethora of enterprise tools on the market for companies of all sizes that aim to make processes more efficient. For example, investing in an ERP system can allow you to centralise a number of business processes, including CRM, financials, stock levels and sales.

Encourage remote working

Implementing technology that facilitates remote working will allow employees to work on the go. And this goes beyond taking a conference call from your phone. With the rise of mobile application generators, everyone from CEOs to HR to sales, should be able to access the relevant data they need to carry out their jobs without being chained to a desk.

Employee well-being

The happier your employees, the more productive they're going to be. Make sure they're not working through lunch where possible, adopt a flexible working culture within your company, and understand the importance of mental health as well as physical health.

If you'd like to know more about how Priority Software can take away the admin burden and help transform your business productivity, visit www.priority-software.com.