

Meeting Process

Our objective is always to make the forum as interactive as possible. Rather than being centered on extended presentations, the format is to have a few companies volunteer to be the catalyst to get a discussion started, with other attendees ready to add their perspectives.

Discussion Topics

The Business of Shared Services at MGM Resorts International

Running Shared Services Like a Business

- Turning Your Business Case into Tactical and Strategic Plans
- Creating and Refining Vision/Strategy/Mission Statements
- Defining Strengths, Weaknesses,, Opportunities and Threats
- Running a Business Vs. Delivering Centralized Services - Why it Matters

Defining the Customer and Measuring Client Service

- Funding Shared Services - Who is Ultimately Responsible?
- Why Users Aren't All Customers
- When Client Service Goals and Customer Expectations Collide
- A Balanced Scorecard Approach to Measurement

Change Management and Quality Programs in Shared Services

- Developing a Formal Approach to Managing Change
- Quality Programs that Fit Your Organization and Culture
- How Quality and Continuous Improvement Touches Everyone
- How are Programs Delivered? Who Gets Training? What Frequency?