





### Practice Management

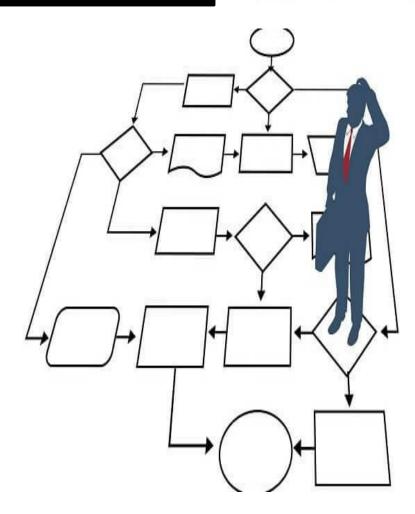
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#### 1. Systems and Processes

- There is need to have documented system and processes that informs the flow of works and Quality Control.
- Systems and processes are paramount to knowledge management, enhances standardization, uniformity in output and improves customer experience.
- They also help in training of junior staff and allocation of tasks.





Work flow Management Software help in the documentation of systems and processes.









Audit X - Indian



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Xero Practice Manager





### 3. Leverage on Technology and Innovation strategy to Drive Growth.

- Use of technology complements a good team
- Innovation with regards to undertaking some particular tasks will lead to higher profitability as a result of efficiency
- They will also contribute to new service development to the practice





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#### A few examples of Technology and Innovation

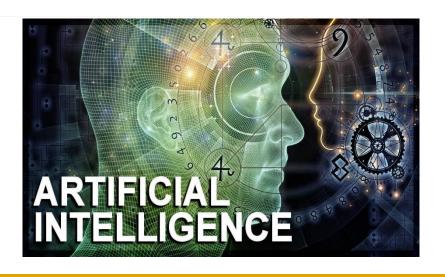






#### **BIG DATA**







#### 4. Business development and Marketing

- Put in place a marketing strategy that is compliant with the code of conduct for practitioners as required by ICPAK.
- No one single mode of business development is adequate as all means are important.
- The 8 Ps of Marketing-Partnership is key in Practice Marketing





#### 5. Financial Leadership

- Have clear and realistic financial goals for the practice
- Public sector clients at the initial stages of the firm might cripple or affect the firms going concern due to delays in payment of the fees.
- Determine and secure operating capital for the practice
- Service leadership is a more recommendable strategy to cost leadership





#### 6. People

- Create effective recruitment training and retention programs to enhance firm's capacity
- Training should be continuous and aimed at specific skills.



# Roles and Responsibilities of a Managing Partner.









### The End



Ask Answer<sub>who</sub>

Question Why What

Answers What Query