SPREADSHEET SOLUTIONS

Creating business solutions through custom spreadsheets

CASE STUDY - PROCESS MANAGEMENT SOLUTION FOR JMS GROUP

This is becoming one of our most popular requests. Process management. We all have processes within our businesses, whether they be sales, marketing, client relationship, manufacturing, or any other process, we need to know what is due and when we need to do it. Simple spreadsheets are required, to monitor these processes, warning us when tasks are due, and reporting on the work done. This is exactly what JMS Group required. They needed to be able to track each project from start to finish, in order to make sure that their clients received the best possible service, and that all projects were finished as planned.

I met with Marlon, the owner of JMS Group, and we discussed what he required. I took his ideas on board, so that the spreadsheet fully captured his process, and I made some suggestions on how I thought that he could plug some potential gaps in his process. We made sure that the process set out on the spreadsheet was correct, and that it was the most productive for his business. I then set to work on his spreadsheet, creating a solution which would achieve our goal. This first page was simply to add his client database, as you can see, I have added some fictitious names.

Client Details

By adding client data to this database (1 client per line), you will be able to assign any of these clients to each project. If a client shows a red cross, then it is a duplicate. Please remove all duplicate names. Each name should be unique and appear only once. Each name requires a first name and surname. If both are not completed, it will also result in a red cross appearing. Once done, it will show a green tick if it is filled in and unique. Fill in the green sections, and the blue sections will calculate automatically.

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Lines as they would appear on an er

Active ✓	Client Name as used in this spreadsheet		First Name	Surname	Address 1	Address 2
✓	Smith, Richard	✓	Richard	Smith	1 High Street	London
✓	Jones, Mary	✓	Mary	Jones	2 High Street	Manchester
✓	McCarthy, John	✓	John	McCarthy	3 High Street	Glasgow
✓	Jennings, Andrew	✓	Andrew	Jennings	4 High Street	Liverpool
✓	Jane, Sarah	✓	Sarah	Jane	5 High Street	London
✓	Evans, Kim	✓	Kim	Evans	6 High Street	Cardiff
✓	Collins, Chris	✓	Chris	Collins	7 High Street	Birmingham
✓	Smith, Jane	✓	Jane	Smith	8 High Street	Portsmouth

They can then set up projects, and assign clients from their client list to each project. There are various project details which they required, which will help them not only to track projects, but also to pre-determine things like invoice amounts. The beauty of having all of this information on one spreadsheet, is that we can have all of the sheets 'communicating' with each other, to make sure that the process is as automated as possible. The image below shows how each project is set up, and assigned to a client. Each row changes colour depending on the current status of the project.

Active Projects

Add each project to each line below, complete as many of the columns as possible. By adding a line of data, you create a project, which will be available on other tabs. Keep the project here, until it is complete, and then move it to the 'Completed Jobs' tab. To do that, mark up to 5 project statuses as 'Completed Jobs' and then see the 'Completed Jobs' tab for instructions. To change the colour of each job, simply select the 'Status'.

Colour Key

- Being Underwritten
- On Offer / Terms Offered
- On Risk / Completed
- Cancelled / Declined
- On Hold
- Clawback
- Completed Job
- Just Submitted

C1	C2	PP	CC	Start Date	Case Ref.	Status	Company	Advisor	Referral Introducer	Client Name 1	Client Name 2 (If applicable)
✓		✓	✓	10/06/2018	1	Being Underwritten	JMS Financial	MJ		Smith, Richard	
✓		✓	✓	11/06/2018	2	On Offer / Terms Offered	JMS Financial	MJ		Jones, Mary	
✓		✓	✓	12/06/2018	3	On Risk / Completed	JMS Financial	MJ		McCarthy, John	
✓		✓	✓	13/06/2018	4	On Risk / Completed	JMS Financial	MJ		Jennings, Andrew	
✓		✓	✓	14/06/2018	5	On Offer / Terms Offered	JMS Financial	MJ		Jane, Sarah	
✓		✓	✓	15/06/2018	6	Being Underwritten	JMS Financial	MJ		Evans, Kim	
✓		✓	✓	16/06/2018	7	On Risk / Completed	JMS Financial	MJ		Collins, Chris	
✓		✓	✓	17/06/2018	8	On Risk / Completed	JMS Financial	MJ		Smith, Jane	

As you can see, each project has a unique number. This is not only to identify a project, but it also means that each time they select a number, the spreadsheet knows what project they are referring to. This enables a situation where they can select a project number (in the image below) and they can immediately start tracking the project. The spreadsheet knows when each task is required, as well as invoice amounts, so it can predict what is required. If they don't undertake the process as planned, it will warn them in time to make any necessary changes. This is vital as they want to stay one step ahead.

Project Progression

Enter the case reference for each case, each in a new line. Once entered, simply enter the date (or value or selection) under each heading as each stage is reached. The information entered under the green 'invoice' sections, will report to the 'Invoice Schedule' to show all the invoicing information. These dates will also show the KPIs and monitor whether the dates were on time or not.

Active ✓	Client Name 1	Client Name 2	Case Reference	Date Paid in Full	Full Application Submitted Date	Date Submitted	Valuation Instructed Date	Solicitor Instructed
✓	Smith, Richard		1	21/06/2018	24/06/2018	27/06/2018	30/06/2018	09/07/2018
✓	Jones, Mary		2	22/06/2018	25/06/2018	28/06/2018	01/07/2018	
✓	McCarthy, John		3	23/06/2018	26/06/2018	29/06/2018	02/07/2018	
✓	Jennings, Andrew		4	24/06/2018	27/06/2018	30/06/2018	03/07/2018	
✓	Jane, Sarah		5	25/06/2018	28/06/2018	01/07/2018	04/07/2018	
✓	Evans, Kim		6	26/06/2018	29/06/2018	02/07/2018	09/07/2018	
✓	Collins, Chris		7	27/06/2018	30/06/2018	03/07/2018		
✓	Smith, Jane		8	28/06/2018	01/07/2018	04/07/2018		

This type of tool is vital as they need to monitor a process. There is a clear procedure to follow, the cells change colour to warn them of upcoming tasks, and they know exactly what needs to be done and when it needs to be done.

But that is not all, the spreadsheet also analyses the data, and then produces various reports. The one below shows the schedule of invoices, based on the data on the project progress sheet. There is no need for them to update this information, it updates automatically when they complete the project progression sheet.

Invoice Schedule

Page Number:	1

Issued	0	Paid in Part	0
Almost Due	0	Paid in Full	8
Due Today	0	Credited	0
Overdue	0		

This list contains all ISSUED invoices on the 'Project Progression' sheet. It does NOT include invoices still to issue, or those on the 'Completed Jobs' list.

There may be a few pages worth of invoices, to view others, change the page number. Don't forget to reset to page 1 when done, so you don't miss anything.

You can't edit anything below, you can do that on the 'Project Progression' tab for each project. The invoices are listed in order of date issued.

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No.	Issue Date	Due Date	Invoice No.	Case Ref.	Invoice Type	Amount	Paid	Still Due	Date Paid	Status	Credit Cr
1	18/06/2018	21/06/2018	1	1	Application Fee	£295.00	£295.00	£0.00	21/06/2018	Paid in Full	
2	19/06/2018	22/06/2018	2	2	Application Fee	£295.00	£295.00	£0.00	22/06/2018	Paid in Full	
3	20/06/2018	25/06/2018	3	3	Application Fee	£295.00	£295.00	£0.00	23/06/2018	Paid in Full	
4	21/06/2018	26/06/2018	4	4	Application Fee	£295.00	£295.00	£0.00	24/06/2018	Paid in Full	
5	22/06/2018	27/06/2018	5	5	Application Fee	£295.00	£295.00	£0.00	25/06/2018	Paid in Full	
6	23/06/2018	27/06/2018	6	6	Application Fee	£295.00	£295.00	£0.00	26/06/2018	Paid in Full	
7	24/06/2018	27/06/2018	7	7	Application Fee	£295.00	£295.00	£0.00	27/06/2018	Paid in Full	
8	25/06/2018	28/06/2018	8	8	Application Fee	£295.00	£295.00	£0.00	28/06/2018	Paid in Full	

They then wanted a page where they could see all of the relevant details for any given project. No problem, they simply need to select the required project number, and they can see exactly what is going on with that project. Client details, contact with client, project progression, invoice status, to name a few items of information at their fingertips. This sheet is not only available to show them what is happening with their projects, but can also be saved as a PDF for a handy client report page if required.

Phone:	0208 12345678	Phone:	
Mobile:	07512 345678	Mobile:	

Person 1 Email	richard.smith@company.co.uk
Person 2 Email	

Type of Sale	Commercial
Lender / Provider	
Application No.	
Loan Amount	£100,000.00
Comm. %	1.00%

Client Contacts Notes

09/07/2018	Received important email from client

Payment Status

Invoice Status for Client's & Suppliers

Application Fee Paid (£295.00)				Paid in Full	
Issued:	18/06/2018	Due:	21/06/2018	Paid:	21/06/2018
Broker Fee				Not Issued	
Issued:		Due:		Paid:	
Commission				Not Issued	
Issued:		Due:		Paid:	

Project Progression

Project due dates, not necessarily invoice due dates, see above for that.

Stage	Due Date	Completed
Subm. Folder Docs Uploaded Date	13 Jun 2018	12 Jun 2018
DIP Completed Date	18 Jun 2018	15 Jun 2018
Date Raised	21 Jun 2018	18 Jun 2018
Date Paid in Full	26 Jun 2018	21 Jun 2018
Full Application Submitted Date	26 Jun 2018	24 Jun 2018

We also included an overall report page. They needed to know the overall view of all of their projects, so that they can see what is happening within the business. Knowing this kind of information is key when you need to make decisions regarding the direction of your business. JMS Group have this information at their fingertips, thanks to this spreadsheet. We can't show you all the information on this sheet, but we can show you the image below (with fictional data).

Current Income Projection (Based on Invoice Status)

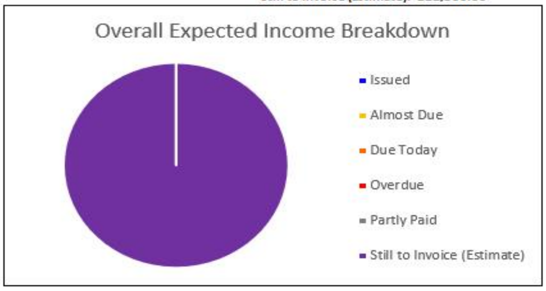
Issued	£0.00
Almost Due	£0.00
Due Today	£0.00
Overdue	£0.00
Partly Paid	£0.00

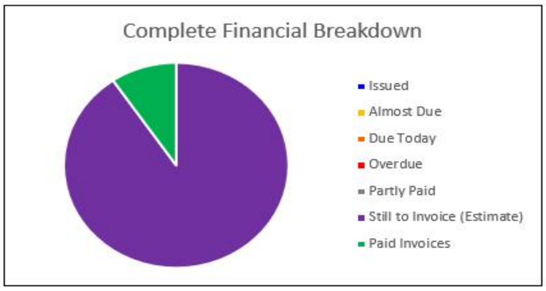
Items Which May Need to be Removed

Tab Name	No. of ✕'s
Clients	0
Projects	0
Project Progression	0
Client Contact	0

If any of these values are greater than 0, there may be entries that need to be removed. It may not be the case if you have just added a new project. It is looking for entries which have no matches on other tabs.

Still to Invoice (Estimate): £22,500.00





So there you have it, one spreadsheet created for a forward-thinking company, so that they can keep on top of their business process. Not only helpful for tracking, and monitoring their procedures, but also to report on the progress of projects, and the overall business situation. See what JMS Group had to say below.

Our bespoke CRM system has helped us fully understand the position of cases being handled by our admin team. It keeps us updated with all the latest movements and helps with the tracking, managing and progressing of all active and non-active client cases.

The CRM keeps the whole business group informed and therefore aids us in our decision making in how to progress next and when invoices are due. There is also the facility to view up to date reports on the health of the business, which helps us create more effective business strategies and streamline operations.

An absolutely brilliant bit of kit that keep the business performing to their best – I don't know how we survived without this previously!

Thank You Spreadsheet Solutions!!

As we said before, this is a fairly popular type of request. What processes and procedures do you follow? What do you need to track? If you could not only predict, monitor and track your processes, but also have automatically generated reports, how would that help your business? We would love to chat to you about your requirements.

We hope that this case study has inspired you to get us to create your project management software. This was all created using Excel, and is a macro-free spreadsheet, imagine what we can do for you. Please use the links below to visit our website and contact us. We have videos, free downloads, brochures, and a wealth of information about what we do on our website. You can also sign up to receive our monthly newsletter. **If you think that your business would benefit from a spreadsheet like the one shown here, please contact us using the links below.**

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