



customer diagnostics

# Customer Diagnostics

Client Success Stories



## THE ACHIEVEMENT PROCESS

# The Impact

### Measurable, Quantifiable and Profitable

The benefits of implementing strategic, tactical and operational plans through the Achievement Process are clear. Companies have tracked significant improvements, from executing their strategies and achieving unprecedented results to realising substantial savings and boosting profits. Investing in the AP brings about a tangible ROI, proving its value in measurable terms.





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**Michael Aldworth**  
CEO, FES Africa

I'm sorry we didn't discover Customer Diagnostics sooner; we could have been on a different trajectory. Their work was superb, and everyone gained significant value. Alan has a unique ability to blend different personalities, creating an engaging environment where nobody gets bored or disengaged. The process was slick from start to finish, with immediate feedback keeping us in the moment. Everything was aligned and worked 100% and I can confidently say we are now on a trajectory enriched by the Achievement Process. In a global business environment, we need every tool available to remain competitive as a business and through the Achievement Process, we have taken a big step forward in the "how" to achieving our strategic goals.

**Leo Morwe**  
CEO, Minet Group

What sets Customer Diagnostics apart is their deep understanding of our business and industry. Their ongoing evolution in understanding how the world of business changes, paired with insightful questioning around our needs, impresses our team every time. Grounding strategy facilitation and execution in the Achievement Process has significantly contributed to our buy-in and commitment to the process and "getting things done". It's when you see the real results that you realise the value of following the process with the discipline that Customer Diagnostics instills within teams.





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**Johannes (Douw) Botha**  
Services Manager, Sakura

Our leadership teams use the Achievement Process every day. It has improved how we solve problems, structure our thoughts and make decisions. We've also implemented it in our Management of Change System and Incident Investigation System to mitigate risks and prevent incident recurrence. The common language of the Achievement Process has led to more effective communication and cross-functional collaboration, resulting in getting more done in less time. The support from Customer Diagnostics has been vital in fostering widespread adoption and commitment to the process across all levels. It's easily understood and has become integral to our KPIs and project management, ensuring that we meet our targets effectively.

**Larry Smith**  
CEO, Process Automation

I would rate Customer Diagnostics 10 out of 10. Alan's ability to navigate through the diversity of comments and collate data is excellent. He has a unique ability to filter information shared, ensuring that only relevant, constructive feedback shapes the discussion. This isn't a simple task given the range of perspectives in any group, but Alan's skill in data integration and focusing the conversation ensures that the process remains productive, even in challenging situations. The Achievement Process is a practical framework, that when followed can drive actionable outcomes.





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## Josh Souchon

Group Chief Information Officer, Sasfin

Working through the Achievement Process with Customer Diagnostics had a significant impact on how we approach project and change management at Sasfin. Over a couple of years, our EXCO team engaged in a strategy process that clarified actions, deliverables and measurements, integrating insights from across business units into a systematic approach. This led to notable successes in our strategic initiatives as an IT MANCO team, partly due to the team profiling done through the Achievement Process.

Understanding our preferences for getting things done, helped us approach initiatives in a way that would get the desired outcomes in a short space of time. It fostered structured collaboration and swift alignment within our team, ensuring the right people were involved at critical moments. The power of the Achievement Process became especially evident when we prepared to launch a programme, and a process that would usually take us two days was completed in one hour. This efficiency is a game-changer.

I highly value the time spent with the Customer Diagnostics team; their deep understanding of business, personalised insights and experienced facilitation were exceptional. I would recommend their services to anyone looking to elevate their organisational strategy and execution.

**sasfin**  
beyond a bank



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**Tiaan van Aswegen**  
Deputy CEO, Assore

Customer Diagnostics follows a very well-structured approach, ensuring that everyone participates. This creates enthusiasm because people feel heard and their contributions valued. The Achievement Process is highly effective, and the time spent on assessing our current situation was vital for getting buy-in from the Exco team. We were very impressed that all proceedings were captured in real-time with a summary of the objectives provided by the end of the day. This meant that we received workable, practical and realistic outcomes - which were a huge value-add.





# Clients benefiting from the Achievement Process

Underpinning all our services, we are the sole license holder of the Achievement Process worldwide.





**The secret of getting things done is to act!**

Dante Alighieri



CUSTOMER DIAGNOSTICS

## Connect with us

Customer Diagnostics licensed by  
The Achievement Network



[www.customerdiagnostics.com](http://www.customerdiagnostics.com)



[alan@customerdiagnostics.com](mailto:alan@customerdiagnostics.com)



+27 82 891 4268