

Preparing for Digitalization

People, Process and Technology to
Ensure Compliance

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Compliance



Legislative

Regulatory

Policy

Charters

Compliance

How do we ensure compliance?

- What tracking mechanisms do we have in place?
- We have Policies and Procedures.... So What?
- What happens when people don't follow the rules?
- Are our Policies, Procedures, Reporting, etc. still relevant?
- What do we know about our Suppliers/Stakeholders?
- What communication do we send out?

People

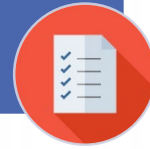
- How?
- Who?
- How Often?

Education



- What?
- Why?
- When?

Tasks



- Accessible?
- Templated?
- Consistent?

Standards



- Efficiency?
- Strategy?
- Giving Back?

Adding
Value



- Feedback?
- Innovation?
- Goals?

Ideas
Generation



People

- How are we ensuring our stakeholders are educated or being communicated to effectively and how often are we doing this?
- Understand what tasks your team are performing. Is this still required and how often is it being performed?
- Do you have a set of standards? Are they templated and is everyone following them?
- How are we moving from manual or time consuming activities to adding value to the business?
- Do we get together to generate ideas and look for innovations? Are the goals realistic?

Process



Process

- Re-establish your baseline to understand current state vs. future state so you can plan a pathway to achieving your goals.
- Engage all stakeholders to ensure that processes are not causing aversions to following them.
- Processes should be consistent across all business units/sites/properties.
- Ensure all processes are easily accessible and in mixed formats. Consider your communication strategies also.

Technology

Identify
Streamline
Connect
Replace



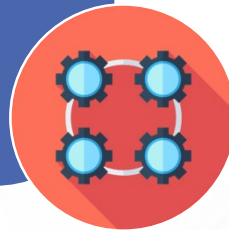
Enterprise Resource
Planning (ERP)



Procurement
Management System



Point of Sales



Automation

Technology

- List all current technologies that you utilise and map out where there are current bottlenecks, manual or inefficient processes that can be improved with a technology solution
- Do you need to re-visit your framework structure for your systems?
- Are all of your systems interfaced? Is there an opportunity to streamline?
- Pre-preparation for Automation. How clean is your data?
- What is the technology road map for your business? Does it include consideration for the forecasted changes to procurement? If not, map out and create your business case justifications.

What is Crown Doing?

- Re-setting our baseline
- Dashboarding our KPI metrics.
- Mapping out our end to end procurement process.
- Communicating more effectively with our stakeholders.
- Setting up more standardisation and templated processes.
- Looking at what technology solutions may help us.
- Preparing for a new property, ERP upgrade and new POS system.

What are you doing?

- Have you considered some/any of these?
- Do you have dedicated resourcing for analytics or compliance management?
- What information do you currently capture on your supplier base?
- Have you committed or allocated any resourcing for these activities?
- What can you do to contribute to the wider team objectives?
- Do you have any legislative reportable compliance requirements?

Thank-you

Questions?