



# 5TS SMART OPERATING MODEL

DO MORE WITH YOUR BUSINESS  
WITH A TRANSFORMED OPERATING  
MODEL

ROSTONE OPERATIONS IS AN ADVISORY FIRM SPECIALISING IN OPTIMISING BUSINESS OPERATIONS. WE PROVIDE EXPERT SUPPORT AND A COMPREHENSIVE RANGE OF SERVICES TO MAXIMISE BUSINESS VALUE AND DRIVE SUCCESS AT EVERY STAGE.



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# WHY EVERY BUSINESS NEEDS AN OPERATING MODEL

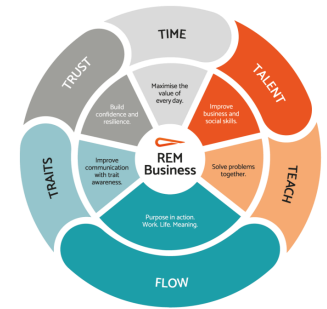
**You're running a growing business, your team is talented, but as demand increases, cracks begin to show. Deadlines get missed, communication becomes chaotic, and it's unclear who's responsible for what. Stress levels rise, and you find yourself constantly putting out fires. Despite everyone working harder, results don't match the effort.**

Now, picture introducing a well-defined Operating Model. Suddenly, there's structure. Your business has clear processes for every task, and everyone knows how decisions are made. Communication improves, tasks flow smoothly from one person to the next, and meetings become shorter but more productive.

You don't just stop losing time—you gain it. You uncover new opportunities for improvement and focus on delivering consistent, high-quality results. When the market shifts or your business scales, the Operating Model adapts with you, keeping you efficient and resilient.

This is the power of an Operating Model. It's not just a framework—it's the key to turning strategy into consistent action. By aligning people, processes, and technology, it unlocks sustainable, value-driven growth. Ready to build yours?

# THE 5TS SMART OPERATING MODEL



**The 5Ts Smart Operating Model—Time, Talent, Traits, Trust, and Teach—drives high-performance by creating a direct link between business strategy and the purpose of its people. For a business to achieve high performance, its staff must first be high-performing, and the 5Ts framework ensures this connection. Through a focus on continuous improvement, it empowers teams to evolve, adapt, and enhance their capabilities, driving sustainable growth and success.**

By optimising time management, the model focuses effort on high-impact tasks aligned with strategic goals, promoting clarity and efficiency. Talent is leveraged by placing individuals in roles that suit their strengths, creating motivation and engagement. This alignment empowers employees to deliver their best work while staying connected to the organisation's strategic objectives.

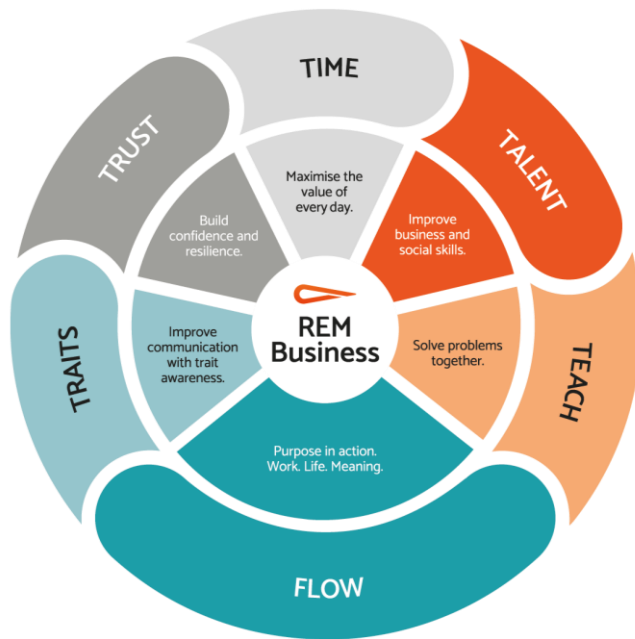
High-performance is further embedded through traits, trust, and teaching. Traits promote behaviours and values essential for a high-performance culture, ensuring alignment between individual actions and broader business goals.

Trust builds the psychological safety needed for open communication and collaboration, essential for driving innovation and overcoming challenges. Teaching supports ongoing learning and development, ensuring employees grow alongside the business.

These elements work together to create a high-performing workforce that fuels business success, embedding strategy into everyday operations for sustainable, value-driven growth.

# THE 5TS SMART OPERATING MODEL

The 5Ts Smart Operating Model is built for **continuous improvement** by embedding feedback loops into every aspect of the business. With a focus on optimising time, talent, traits, trust, and teaching, it encourages constant refinement, adaptability, and growth, ensuring the business can evolve and thrive in an ever-changing market.



**Time:** Optimise every minute to reduce operational delays and boost business efficiency, ensuring faster decision-making and execution.

**Talent:** Unleash the full potential of your workforce by aligning roles to strengths, creating a high-performance environment with increased engagement and innovation.

**Traits:** Build a resilient, adaptable business culture that embraces continuous improvement, ensuring long-term competitiveness and agility in changing markets.

**Trust:** Strengthen collaboration and accountability across teams and stakeholders, driving higher-quality outcomes and sustainable, inclusive growth.

**Teach:** Develop a learning-focused organisation that continually evolves, empowering employees with knowledge to maximise business value and adapt to future challenges.



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## 5TS KEY COMPONENTS

With your growing business now using a well-defined Operating Model, you experience newfound clarity. Let's look at the key elements that made it work.

**Governance** improved decision-making and accountability. Everyone knows their role, and decisions are made quickly, without confusion.

**Processes** streamlined workflows and introduced automation, freeing your team from inefficiencies and allowing them to focus on high-value tasks.

**People & Culture** aligned roles and responsibilities with a collaborative mindset, boosting team ownership and performance.

**Technology** empowered your team with the right tools, improving communication and productivity, no matter the pace.

**Performance Management** focused on key metrics, providing clear insights and encouraging continuous improvement. Your business didn't just stabilise—it evolved.



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## 5TS KEY BENEFITS

With the 5Ts Smart Operating Model in place, your growing business sees key benefits.

**Stronger Margins** came first. Optimised processes reduced waste and delays, boosting profit margins by focusing your team on high-value tasks.

**Faster Innovation** followed as empowered employees sparked creativity, leading to continuous improvement and quicker responses to market changes.

**Greater Resilience** became evident. Streamlined systems and a strong culture made it easy to adapt during uncertain times, ensuring your business stayed on course.

**Enhanced Customer Experience** strengthened client relationships with clearer communication and consistent service.

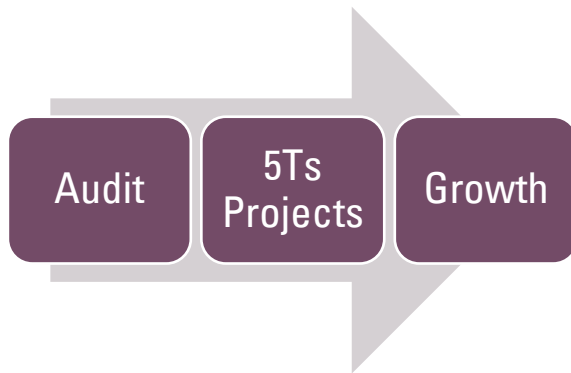
Finally, **Sustainable Growth** emerged as trust-based systems allowed your business to scale without constant oversight, empowering your team to deliver results efficiently.

The 5Ts Operating Model provided the foundation for long-term success, enabling your business to thrive.



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# 5TS SMART OPERATING MODEL DELIVERY



Implementation of the 5Ts Smart Operating Model follows three stages: Audit, 5Ts Projects, and Growth.

The Audit identifies operational gaps and opportunities, setting a foundation for high-performance improvements. It ensures strategy and operations are aligned, creating a clear plan for applying the 5Ts—Time, Talent, Traits, Trust, and Teach.

In 5Ts Projects, three initiatives run concurrently to target key performance areas, such as time optimisation, talent deployment, and collaboration improvements. This accelerates progress and prepares the business for the Growth stage, where sustainable improvements are scaled.

Continuous feedback ensures each stage iterates for ongoing performance gains and value-driven growth.



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## WHAT'S HOLDING YOUR BUSINESS BACK?

Most businesses don't struggle because of a lack of effort—they struggle because their operations aren't designed to support growth. Common challenges include inconsistent performance, slow decision-making, unclear roles, and operational bottlenecks.

These issues drain time, reduce margins, and make scaling difficult. Without a structured approach, businesses rely too much on key individuals, limiting their value and resilience.





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## TAKE THE NEXT STEP – BUILD A BUSINESS THAT RUNS ITSELF

What would your business look like if it operated efficiently, consistently, and profitably—without relying on a few key people?

With our expertise, you can implement a structured Operating Model that drives results.

No more wasted time, unclear roles, or firefighting.

Our approach ensures your business becomes scalable, investable, and more valuable.



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PARTNER WITH ROSTONE OPERATIONS TODAY  
TO MAXIMISE YOUR BUSINESS VALUE,  
STREAMLINE OPERATIONS, AND DRIVE  
SUSTAINABLE GROWTH IN A COMPETITIVE  
MARKET.

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