



## Reduce Risk and Accounts Receivable

Practical approaches to containing trading risk and reducing the Working Capital tied up in accounts receivable.



### Course Outline

1. Learn to evaluate customer risk
2. Establish risk management peer groups
3. Learn principles of effective receivables management
4. Use best possible DSO (BPDSO) to model key terms and collections trends
5. Learn new techniques for measuring DSO including rolling average DSO, exhaust DSO
6. Use BPDSO and other techniques to understand your opportunity to regenerate cash
7. Assessing contact to cash process – common issues and challenges
8. The importance of proactive customer engagement and collections environment
9. Model and build integrated discrepancy management, using defined response and escalation
10. Engage sales support with training and focus on KPIs

#### Optional sessions:

11. Understand why change fails and what to do about it
12. Prioritize initiatives and mobilize internal resources
13. Build a cross functional team to engage and drive change

### How we work

- We offer a **free introductory 2-hr session** at your offices, outlining courses and key content
- We tailor 1-2 day workshops to your requirements
- We provide individual coaching upon request
- We are recognized for Quality Case Studies

### About ACG

**ACG Global** was founded in Singapore in 1998. We help major companies and their executives understand and navigate the markets of Asia, strengthen strategic leadership and communication, drive growth, and reduce risk.

### Simon Littlewood



**Simon Littlewood**, alumnus of New College Oxford, set up ACG in 1998. Clients include many of the world's leading companies.

He also comments on Asia business and economics for BBC TV and Radio, and writes for Singapore Business Review and Global Finance Magazine (NY).

### ACG Resource Development Courses



Understand and Manage Cultural Diversity



Build an Effective Sales Organisation



Understand and adopt HR Best Practices



Reduce Risk and Accounts Receivable



Assure Effective Execution



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