



# 2016 Business Management Trends

The purpose of our Business Management and Operations Trends 2016 survey is to identify the upcoming hot business management trends and themes in 2016, as well as some striking initiatives of the global operating companies across several industries. WGA conducted the Business Management and Operations Trends survey between October 1 and November 15, 2015, in which we had a total of 1195 responders to our Business Management and Operations Trends survey. Participants of the Business Management and Operations Trends survey were executive officers and vice presidents of publicly traded companies, operating in the United States.

WGA Consulting is a global management consulting firm, helping clients make and execute the big decisions on strategy, operations and transformation. The firm focuses on solving areas of senior management concern, creating enduring value and delivering impactful results. We serve our clients in the areas of strategy consulting, management consulting and business transformation.

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1195  
Executive Participants



In 2016, Executive Officers are focusing on the following Top 3 Initiatives:

- 1 **CUSTOMER SERVICE**
  - 2 **EMPLOYEE ENGAGEMENT**
  - 3 **STRATEGIC PLANNING**
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# HOT TRENDS 2016

## Business Strategy - Focus on Growth



**79%** Are planning to

**Focus on expanding their organization over the next 2 years rather than simply cutting costs to improve performance**

**13%** Of those believe it should be a top priority

## Improving Employee Engagement



**86%** Strongly believe that

**Employees in their organization should be engaged and customer-focused**

**19%** Of those believe it should be a top priority

## Preventing Cyber Attacks



**77%** Are strongly concerned about

**The impact of a cyber attack, privacy data breach, or theft of confidential data on their organization in 2016**

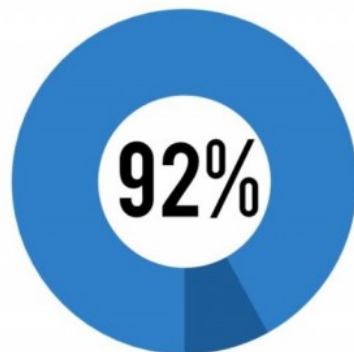
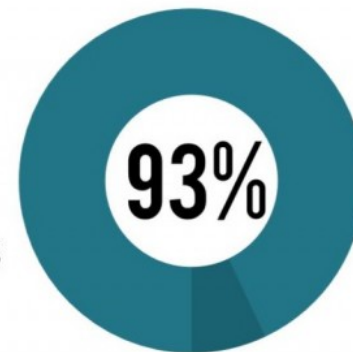
**32%** Of those believe it should be a top priority

# TOP THEMES 2016



Say that  
**Customer Relationships**  
Are essential to company success

Say that  
**Employee Engagement**  
Is essential to company success



Say that  
**Strategic Planning**  
Is essential to company success

# STRATEGY DISCONNECT: MAJORITY OF COMPANIES DON'T BELIEVE DISRUPTIVE INNOVATIONS REPRESENT A THREAT



There is room for improvement for companies to achieve operational excellence