

Highlights from the

BOOMER OPERATIONS CIRCLE



2024



Topic Highlights from The Boomer Operations Circle™ 2024 Fall Meeting

The Boomer Operations Circle™ is a community of operational leaders from forward-thinking firms who are committed to designing and implementing better business strategies, plans and procedures in their firms. Learn more at www.boomer.com/oc.

This October, our members met in Kansas City, MO for lively and insightful sharing of their perspectives on the challenges and opportunities facing their firm and the profession.

- **Balanced Scorecard**
 - This session, led by Michael Ausman of Talley LLP, focused on implementing the Balanced Scorecard (BSC) within a firm, emphasizing basic use and optimal applications.
 - Our discussion covered starting the BSC with partners and strategies for expanding it to other team members, including office coordinators and associates.

- **The Boomer Briefing**
 - The Boomer consultants provided an update on the latest trends shaping the landscape for CPA firms this year.
 - We covered key insights and findings from recent studies, articles and firsthand experiences, highlighting emerging challenges and opportunities in the profession.

- **Partner Accountability Panel**
 - This panel discussion explored strategies for increasing partner accountability within a firm, focusing on defining clear roles, expectations and consequences.
 - Panelists discussed who is responsible for holding partners accountable and how to implement effective accountability measures at the top of the firm.

- **Sponsor Highlights**
 - Identifying new solutions and systems is a big part of the success of our firms.
 - In this session, we heard from thought leaders from Aiwyn, Entigrity, and Thomson Reuters about trends related to client experience, communication, accountability, and other challenges facing the profession. Following a short presentation, sponsors opened the floor up to Q&A.

- **Operations Exchange**
 - Prior to the meeting, we asked members to present a project they've implemented in their firms.
 - Members discussed best practices and lessons learned from the experience with their peers.

- **Take-It Back Sharing**
 - Personal planning time is an important part of our peer community meetings.

- During this session, members had time to consider what they've learned at this meeting and what actions they want to take in the next six months. Members met in small break-out groups to discuss their commitments.

It's impossible to cover everything discussed at the last Boomer Operations Circle meeting in this short summary. However, the trends described in this report should give you some great insight into the operational challenges and solutions that firms are thinking about today.

An Invitation to Participate in The Boomer Operations Circle™

To learn more about the Boomer Operations Circle community, please visit www.boomer.com/OC.

About Boomer Consulting, Inc.

Boomer Consulting, Inc. provides consulting services to hundreds of the highest performing CPA firms. Our unique and powerful solutions target five areas critical to a firm's success: Leadership, Talent, Growth, Technology and Processes. For more information, visit www.boomer.com.