

# Accountability Chart Promotes Efficiency and Growth

## ABOUT STIRIS

**Stiris Research** is an entrepreneurial clinical trial management company specializing in conducting complex Phase I through IIIb trials for biotechnology and biopharmaceutical companies.



## OBJECTIVE

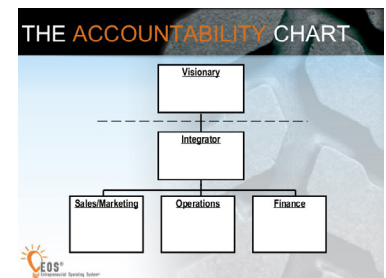
### Create structures of accountability and eliminate confusion around roles and responsibilities

Prior to implementing EOS, Stiris had limited measures of accountability in place and there was a lack of clarity in the delineation in roles. When issues arose, there was confusion and inefficiency. For example, no one was responsible for internal IT issues, so if 10 people were having technical problems, they would each have to contact Stiris' outsourced IT group – who bill at a minimum of 15-minute increments. This absence of process was not only costly and time consuming but resulted in lack of productivity and employee frustration.

## EOS TOOL

### The Accountability Chart

This framework makes clear who is responsible for specific roles and responsibilities which crystalizes communication and accountability throughout the organization. This framework puts an end to multiple people being accountable for the same task which is the epitome of confusion. The accountability chart has allowed us to clearly navigate the correct person accountable for a specific functional group, or set of tasks, outside of the daily roles and responsibilities.



## STIRIS RESULTS

Stiris was spending thousands of dollars on IT consulting because everyone was going to the IT group individually for answers. By using the Accountability Chart, just one person at Stiris is accountable for ensuring IT works as a function which means employees are no longer frustrated and feel supported. The Accountability Chart ultimately helped with the morale of the employees – everybody is much happier now that they know who they need to go to for what.

## BENEFITS

- **Efficient:** Employees know who to go to with questions or issues
- **Cost Effective:** Clear roles mean 10 people aren't going to an IT consultant with the same question
- **Growth Oriented:** Having one person accountable for a business function removes confusion and allows the organization to operate full throttle

## TAKEAWAY

*"We have people with 20-25 years of experience and it's hard to break that cycle of this is how we've always done it. There are just so many EOS tools that have allowed us to say to people, it's not an option, this is how the company is moving forward – we're all on board. You're feeling the frustration we felt – it does get better and you'll see it does get better for your group."*

**Amanda Carrera, Stiris Vice President**