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# *West-mount Retirement Residence*

# *Introduction*

The strategic management challenges relate to the West-Mount Retirement Residence where theoretical concepts of strategic management will be applied in analysing and planning for the operations of a retirement facility. The case is useful to understand the challenges such as customer perception, employees, revenues and growth, and new construction.

# *Operational Efficiency*

The retirement residence experiences difficulties in the efficient health delivery system with regards to health care, quality care and aspects of cost containment. The problems of wrong distribution of resources and human resources deficiencies have affected service provision.

# *Resident Satisfaction*

High satisfaction levels of the residents is something that is key to achieving. Concerns have been raised in service delays, and lack of enough activities to engage the residents as the need for a more resident-oriented system.

# Conclusion

The aspects delivering value in the West-Mount Retirement Residence case include strategic positioning and business management in the retirement home market. Where we think creatively and put residents at the forefront, the residence can find its way to adapt to change and become successful in the long run.

# Resource

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