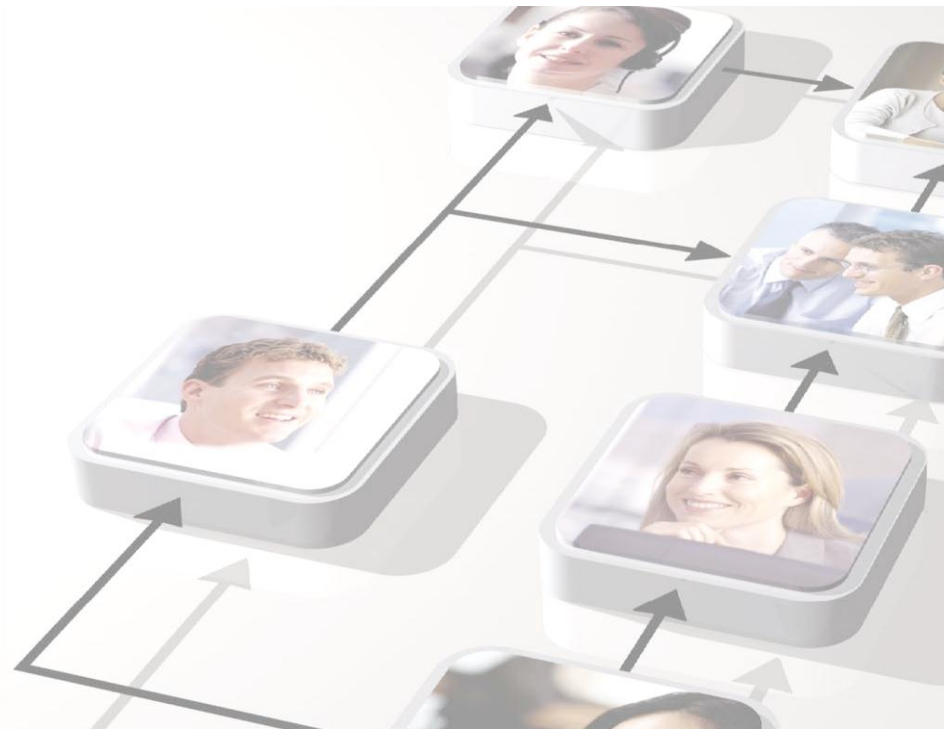


Improving business performance

Making consistency of service delivery and efficiency a reality throughout the organisation.

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Improving business performance

The current economic climate has forced many progressive organisations to re-evaluate their strategies and have a closer look at their performance. As a result these organisations are focusing on a number of key areas to improve performance:

- ***Achieving consistency in the way the business and its subsidiaries operate.***
- ***Train staff more effectively in current best practice.***
- ***Improve efficiency to reduce waste and costs.***
- ***Creating a more effective innovation and continuous improvement process.***
- ***Manage compliance (HSEQ) and governance (finance) more effectively to reduce risk.***

The success of these initiatives will differentiate the companies with exceptional performance from those that are just average. Whether it is an individual project, based on improving performance of a key process, rationalising the knowledge base, or implementing new software Pearce Consulting Ltd understand the challenges that you will face and can help guide you through to success.

All the above challenges will require change and companies need to **“Create a clear, simple story that inspires and motivates everyone affected by the change”**.

At Pearce Consulting Ltd we have been working with clients since 2001 to help them improve their performance, reduce costs, implement new software solutions, obtain ISO compliance, and develop new, collaborative ways to engage with staff, suppliers and clients.

We have achieved this by:

Creating, analysing, improving and deploying better business processes to staff, which significantly reduces waste and inefficiency, improves quality and reduces risk to the business.

We apply our techniques to individual processes as well as creating an “Intelligent Operations Manual” for the whole business. The methods we use integrate people, processes, and technology enabling staff to complete tasks more efficiently, and with greater consistency.

We engage with staff at all levels and significantly improve the adoption rate for the new ways of working.

Using these techniques to drive out waste and inefficiencies, we have delivered cost savings from £30,000 up to £1m for our clients.

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Our Clients: The projects and benefits we have delivered:

1. Business process improvement projects.

Intelligent operations manual (IOM).

Helping clients design develop and deploy an IOM throughout their business to improve consistency of service delivery and adoption of current best practice by staff.

Benefits to clients;

- **Improved productivity, by linking corporate knowledge to process creating a “single source of the truth”.**
- **Greater staff engagement with best practice for all operations.**
- **Consistency of service delivery.**
- **Reduced operating costs, savings of up to £1m achieved.**

Case studies: BBIS, BP Lubricants, Taylor Wimpey, ZBP, RLF, QPM, Dar Al Handasah. Llewelyn Davies Yeang

“The management system that we have developed with Pearce Consulting Ltd has at last enabled us to capture, manage and easily communicate to all our technical staff, the corporate knowledge, we have built up over years of successfully delivering sustainable projects to major clients” Gavin Urquhart Practice Director Llewelyn Davies Yeang.

Process analysis and improvement projects.

Helping clients make key operational and support processes efficient, using lean sigma process analysis techniques.

Benefits to clients;

- **Improved productivity, reduced waste.**
- **Greater staff engagement, quick adoption of new ways of working.**
- **Consistency of service delivery.**
- **Reduced operating costs, savings of up to £30k achieved per process.**

Case studies: Brunel University, BBIS (Marketing CRM system), saving £40k HR recruitment process saving £35k. Taylor Wimpey Supply chain process saving £1m. Fitzpatrick. Training course booking process. £30k savings achieved. AWE.

"Since the introduction of our process management system sales have increased by 50% and profitability is up. Customer satisfaction has risen from 73% in 2001 to 90% in 2004, non-value adding costs and contractual claims on projects delivered have been reduced. On one project, a saving of £1m was made on the £7m building services element." Andrew Elliott Head of Business Excellence Taylor Wimpey.

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2. Compliance:

Developing ISO systems based on operational processes and obtaining certification. Unique SAAS solution for monitoring compliance for projects linked to project reports and performance measures. **Say what you do, do what you say and prove it.**

Benefits to clients;

- **Achieve ISO compliance based around sustainable best practice processes that focus on value and efficiency.**
- **Better staff engagement.**
- **Faster adoption and certification.**
- **Compliance integrated into the way the business operates.**

Case Studies: ZBP QPM, HOC Construction.

3. Sustainable innovation (in partnership with TalkFreely).

TalkFreely is a social business network platform with a purpose – **to innovate and improve.**

Provides a structured approach to enable continuous innovation.

Benefits to clients;

- **Identifies areas for improvement**
- **Faster commercialisation of ideas for improvement.**
- **More engaged and productive employees**
- **Improved productivity by helping people access collective knowledge.**

Case Studies: Save the children, Yell, Computercentre, Coopervision, DHL, Amey, Visteon, Colas

4. Software implementations. For project cost and CRM systems. Sage Coretime and Workbooks.

Developing client requirements and configuring systems to meet client needs. Training staff and achieving high rates of adoption.

Benefits to clients;

- **Faster implementation and adoption of systems**
- **Bespoke reports focused on delivering the information to meet the management needs of the business.**
- **Supporting agile decision making.**

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- **Enabling a structured approach for marketing and sales.**

Case Studies: ZBP.

The way we work

The way we work reflects our belief that consulting advice should be practical and hands on and most of all should deliver tangible results that provide real benefits to our clients'. Our consulting approach will challenge key assumptions, as we believe that only by looking beyond the obvious will we find the solutions that can radically improve business performance.

- We will work **with** you to develop an inclusive project plan that **engages** with key members of your team, and identifies clear targets and objectives for the success of the project.
- We consider it a given that the route to **rapid results** and **lasting success** lies in transferring skills to your core internal team who will ultimately drive the success of the project . Without skills transfer, the benefits attainable will be significantly reduced.
- We will leave you feeling that working with us has been really **valuable experience**
- We will not **overstay** our welcome and will always work within the agreed **budgets and timescales**.
- We will develop a **positive, can do** and **honest** relationship
- We will be focused on results and always aim to **exceed** your expectations.

The development of an end to end Project Management process map has been a valuable exercise for us as a company and is being recognised by leading clients as a major step forward in the management of projects.” Jonathan Goring, Director of Capita Symonds Group.

We estimate that we made over 25% productivity gains adopting this approach.” Director Engineering & Production –oil/gas producer.

Following a major reorganisation at a fortune 100 organisation one of the senior executives commented, “We gained 80% of the benefits by changing the way we work. Later we got around to automating parts of the process and obtained the other 20%.”

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Companies who we have worked with or benefit from using an intelligent operations manual.



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