



corepartners

delivering results

operations turnaround

Key Attributes

- *Well established B2B services company experiencing dramatic loss of operational control*
- *Poor delivery performance and escalating costs*
- *Management team strengthened and union relationships stabilised*
- *Increased productivity by 20–30 percent and improved quality*

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delivered
project



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The task

The client needed Core Partners to stabilise its business and put robust measures in place to drive it forward.

Our experience and expertise meant we could immediately set up decisive short-term controls to meet new daily targets.

The roles and responsibilities of existing personnel were clearly identified and Key Performance Indicators established.

After stabilising the business we conducted a deeper assessment, looking at the real underlying causes of the client's loss in performance.

We strengthened the organisational structure, improving recruitment and performance management – reducing temporary labour costs by 70% in the process.

Systems were redesigned and developed to ensure future sustainability, and cost controls were put in place.

Results

There was a significant reduction in backlog which improved from 4 days to ½ day as a result of a 20-30% improvement in core processes. Output quality was also radically improved after strengthening the management and staff teams.

Following the Core Partners engagement our client was left with a capable and stable operational business delivering to customer needs.

Core Partners' Ian Tidmarsh said:

“The client had lost control of its basic operations and was losing customer business very rapidly. By implementing new processes and short-term management controls we stabilised the company and then delivered a robust long-term fix.”

The Client said:

“Core Partners helped us to gain operational control after months of performance issues. Their operational experience enabled them to quickly assess our situation and put in place actions to stabilise the business. They then helped us implement robust processes and develop our teams to drive further improvement.”

*Managing Director,
Media Intelligence Business*