



Introducing a different kind of performance improvement





WHO WE ARE

We're a team of expert performance improvement consultants. Since 1984 we've been helping organisations transform their performance through better processes and more engaged people.

WHAT WE DO

We consult, we train, we coach and we develop.

Working around the world, across industries, in all functional areas and with every kind of performance challenge.

HOW WE DO IT

All things process, all things performance improvement, we work in partnership with you to transform your goals into results.

**ALL OUR SERVICES ARE AVAILABLE FOR
REMOTE DELIVERY**

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With PMI's support we have managed to create a real spirit for change and excellence across our leadership.

Chief Technology Officer - Construction Sector

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WE CONSULT, TRAIN & DEVELOP ACROSS 6 EXPERT PRACTICES



TRANSFORM YOUR STRATEGY

Whether it's a radical growth plan, change of direction or a reinvigoration of an established approach, take your strategy to the next level.



TRANSFORM YOUR ORGANISATION

By providing stimulus, method and direction, we can help you create the optimal structures and teams to meet your challenges head-on.



TRANSFORM YOUR OPERATIONS

Create excellence in your Operations, exemplary customer journeys, quality envied by competitors, productivity & margin to thrill stakeholders.



TRANSFORM YOUR DATA & INSIGHTS

Bring clarity to the confusion, leverage the true value of the data you hold to really understand what your processes and customers are telling you.



TRANSFORM YOUR SKILLS & CAPABILITIES

Whether it's classroom, distance or online training, our award-winning business process performance training offers a way forward for you.



TRANSFORM YOUR LEARNING

We create and customise learning content in any subject and in all formats. Whether it's developing curricula, creating new content or authoring complex assessments, we can help.

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A genuinely cutting-edge approach to the practical implementation of these philosophies.

Head of Innovation - Higher Education Sector

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PERSONAL, PROFESSIONAL, DIFFERENT. THAT'S THE PMI WAY.

HOW WE CAN HELP



CONSULTANCY

Our consulting team are expert practitioners, we roll our sleeves up and get stuck in alongside our customers to achieve unprecedented results.

With PMI it's personal, we get under the skin of your challenge.



Diagnose & Assess



Create Strategies



Investigate & solve problems



Reduce costs & enhance margin



Improve productivity & throughput



Define & re-engineer your processes



Design & restructure your organisation



Successfully execute Mergers & Acquisition



Analyse functional & geographical footprint



Improve the customer journey



Improve quality & reliability



Eliminate waste & variation



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PMI are a highly professional and well experienced team dedicated to helping their clients achieve success.

Senior Director - Utilities Sector

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“ PMI has provided structure and brought a rigour and discipline to driving performance through a metrics driven service culture.

Director of Shared Services - Business Services Sector

PERFORMANCE EXCELLENCE DEPLOYMENT

Providing structure to radically improve your performance.



WHAT IS PERFORMANCE EXCELLENCE DEPLOYMENT?

- ✓ A method for transforming performance through process management
- ✓ Identifies those processes critical to achieving strategic aims and prioritises improvement activity in those areas
- ✓ A series of workshops, training, and practical improvement activities
- ✓ Based on Lean and Six Sigma methodologies, it focuses on managing processes as assets and driving customer value
- ✓ A system for building a culture of continuous improvement

WHY TAKE THIS APPROACH?

- ✓ Accelerates process performance
- ✓ Creates accountability for process management and clarity over everyone's roles in the system
- ✓ Helps to create a change in thinking to focus on the customer and what they value
- ✓ Supports a culture of continuously driving out waste
- ✓ Improves staff engagement by providing capability and empowerment to tackle problems themselves

WHAT WILL BE DIFFERENT AFTER YOUR DEPLOYMENT?

PRIORITISED & ALIGNED ORGANISATION

with priority processes standardised & improved

MEANINGFUL MEASURES & KPIs

through appropriate process measures in place to monitor performance

A MORE AGILE & ROBUST ORGANISATION

as capability is created with managers & operators to identify and resolve problems

INCREASED VISIBILITY

as Teams meet regularly to discuss performance and resolve issues

SUSTAINABLE RESULTS

formal and systemic continuous improvement habits built into your organisation's DNA

HOW WE CAN HELP



TRAINING & DEVELOPMENT

With a flexible modular curriculum spanning all areas of process and continuous improvement, performance excellence, lean, six sigma, change management, we cover all levels, from complete beginner to master/expert. Our highly developed, iterative and interactive method ensures learning is both effective and enjoyable.



In House

Our entire curriculum is available for delivery in-house just for your organisation. All courses are certified and come with a raft of online support tools and practical templates for your delegates. Our programmes can be customised to your specific requirements by our in-house team.



Public

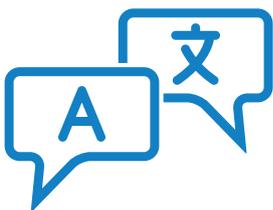
We operate the UK's largest specialist public Lean Six Sigma training business through our Live Virtual Classroom portal and at locations in London and Birmingham.



Online

We offer White Belt, Yellow Belt and Lean training online for any number of learners, from a single licence to a corporate wide licence. Many of our classroom programmes are also available as virtual courses where it's not possible to bring people together into one place.

+ +
+ { All our public and in-house training is available
via our Live Virtual Classroom portal
- no need to travel, join from anywhere! }



MULTIPLE LANGUAGES

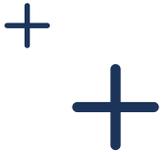
A large selection of PMI's training has been translated into multiple languages, from Arabic to Polish, Slovenian to Swedish.

But our capabilities don't stop there. We offer bespoke learning services to translate our material into what you need to enable a standard but localised approach to performance improvement across global organisations.



DEVELOPS CAPABILITY

Our training is built around interactive simulations, bringing the learning to life, giving delegates the opportunity to practice the skills, method, and tools so that you can return to work and immediately apply what you have learned.



As a result, you can be confident that with PMI people will be ready and capable to make a difference.

Building on our experience and reputation in performance improvement we work closely with partners like the Chartered Quality Institute (CQI) & WMG to ensure your certificate gets the external recognition it deserves.



CUSTOM LEARNING

Building on our long heritage of developing and delivering some of the best training money can buy, our Learning Development Practice creates and customises learning content in any subject and in all formats.

Our versatile, rapid, customer-focused approach enables us to work with all kinds of learning content and subject matter. Whatever your requirements we can turn them into effective classroom courseware, curricula, exams, simulations, exercises, workshops, online resources, videos, eLearning, mobile learning and more.



Together with PMI we put together one of the best e-Learning products that really we've ever seen anywhere.

Senior Manager - Process Excellence Department



HOW WE CAN HELP



DIGITAL PROCESS TRANSFORMATION

In our experience, too many digital projects promise more than they're ever capable of delivering, this is why our digital process transformation services are firmly rooted in our proven methodology.

Applying our rigour, process insight and data to digital transformation projects yields results.



ROBOTIC PROCESS AUTOMATION

Robotic Process Automation (RPA) is now available to businesses of every size and shape, it involves the identification and automation of repetitive, high volume tasks that computer users perform such as order entry, data entry, call logging, system updating etc. By implementing RPA your people can be better utilised for value added work with improved accuracy and speed.



RAPIDLY REDUCED OPERATING COSTS

Robots operate at a fraction of the cost of an employee.



ENHANCED OPERATIONAL CONTROL

Eliminate human error and increase quality.



INCREASED CAPACITY

Robots can operate 24/7 to enable employees to focus on value added activity.



IMPROVED CUSTOMER EXPERIENCE

Increased quality and speed of response.

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Building information and intelligence in a way that builds quality into every stage of the process, that has really been a gain.

Process Improvement - Public Sector, Police Force

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“
The structure that PMI provides and the data based decision-making really helps

IT Director - Multinational Pharmaceutical
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DIGITAL PROCESS CONFIRMATION

Process confirmation is a cornerstone of maintaining performance excellence, we've built an easy to use, app-based platform to enable you to quickly and easily collect the data you need to understand the "health" of your processes at any point in your operational cycle.

No more audit check sheets, no more chasing paperwork; users can confirm process status, add performance data, capture key attributes including photos all from our tablet or phone based app. The really clever piece is the reporting; using a series of tiered dashboards and reports, we can provide interactive insight to every level of your organisation so that you can "see" what's going on.



RAPIDLY & EASILY DIGITISE YOUR PROCESS CONFIRMATIONS

Simple to use, real-time visibility of the status of your key processes.



ACCELERATE YOUR PERFORMANCE

Rapid, accurate performance reporting is proven to generate better results.



ENCOURAGE THE RIGHT BEHAVIOURS

Measuring the right things helps people to work on the right things at the right time.



EMPOWER & IMPROVE ACCOUNTABILITY

Making performance measures visible allows the right people to take responsibility.

WE LET OUR EXPERIENCE SPEAK FOR ITSELF...

ACROSS INDUSTRIES & SECTORS



CHALLENGE

Design and implement business processes to support the introduction of a new Asset and Work Management ERP System.



BENEFITS

- ✓ Labour reporting radically simplified and accuracy improved
- ✓ Definition and simplification of over 200 existing business processes
- ✓ Speed of work reporting significantly improved
- ✓ Time to invoice cut by 80%
- ✓ Number of FTE's required to run billing cycle reduced by 75%
- ✓ Key customer KPI's automated
- ✓ New business processes rolled out to field teams.

CHALLENGE



To improve margins and customer service without increasing prices. With product model variation being the significant driver of cost and complexity but contractually non-negotiable, process efficiency and effectiveness is key.

BENEFITS

- ✓ Focused improvement priorities selected using performance data
- ✓ An already high performing customer orientated business was able to identify step-change opportunities to improve both services and cost base
- ✓ 'To Be' processes designed to remove paper based documentation throughout the operation

CHALLENGE



Global company with under-performing regions placing ambitious growth plans at risk. Success required a radical step-change in their behaviour and approach.

BENEFITS

- ✓ The 50% sales target was met - 2 years ahead of schedule
- ✓ Profitability and sales revenue increased
- ✓ Product line margins improved
- ✓ Support processes for recruitment and training were developed and embedded throughout the wider business



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Chief Technology Officer - Construction Sector

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BUT OUR CUSTOMERS SAY IT BEST!

SKANSKA



YOU'RE IN GOOD COMPANY

BAE SYSTEMS



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A genuinely cutting-edge approach to the practical implementation of these philosophies.

Head of Innovation - Higher Education Sector

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