

The Client:

The Digital Science Business Unit of a major organisation that produces instruments, equipment, software, services and consumables that empower scientists to solve complex analytical challenges in pharmaceutical, biotechnology, academic, government, environmental and industrial research, as well as the clinical laboratory.

The requirement:

The client had identified a need to harmonise the business processes used by their various offices located across Europe which were operating following local established informal processes in an independent manner. This was going to require business change, harmonisation of processes along with the enhancement of the Professional Services Automation software being used.

Why did the client select Michael Page Consulting:

To quote Ken Peace – Head of PMO (Europe-Middle East- Africa)

“We were referred to Mike who clearly had the skill set and experience we required”

The work we undertook on behalf of our client.

We facilitated discussions within the business, advised on what other businesses had done in such circumstances, helped the client understand and configure their process and software requirements to achieve the required goals. Our work also included some mapping and the production and documentation of a revised Quality Management System along with the delivery of training courses and assisting in the production of user manuals and reference documents.

The Outcomes:

Completed the required revision and harmonisation of the client’s business processes and assisted in their rollout across the European operation, since which time these processes have been introduced to other parts of the world in which the client operates. The client now has a set of quality templates for use in the sales cycle along with process improvements and documents supporting the project management process. The software used by the consultancy teams has been extended which, along with the new processes allows them to operate more efficiently.

The client’s thoughts:

This is perhaps best summed up by the following feedback we are delighted to have received:

“Mike is capable of working at a high level and to a high degree of detail, he presents himself well, is approachable, polite and professional in all that he does. The way he engages and manages others is excellent, he seamlessly became a respected member of the team. There is no doubt that we would not have made the progress we did without him. I very much hope we will be able to work together again in the future”

Ken Peace Head of PMO (Europe-Middle East - Africa)

**If you would like to know more about how we could help your business
please call on 07494 176445 or email mike@mpageconsulting.co.uk**