

Operational Excellence
like no other -
transform your *goals* into
results with us...



About Us

& how we can help you

PMI has been leading the way in business process improvement since 1984 with our invigorating consultancy and learning. We work with organisations from every sector, of every size, on every continent to help them transform the way they work. We help clients achieve and sustain unprecedented results by understanding their business as a system, the processes of that system, and how to identify and eliminate variation and waste within it. In short we help you understand how the work works and how to improve it.

A different way of thinking

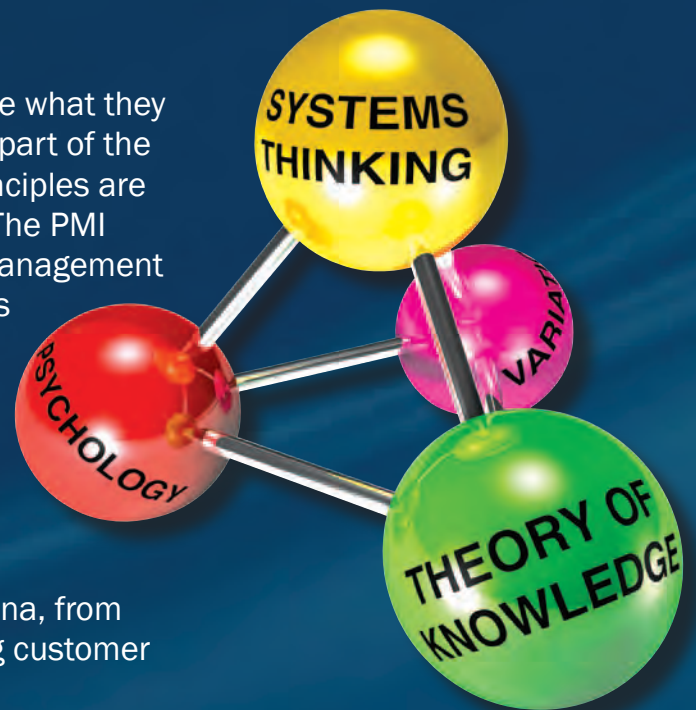
We are different. Our people believe in and love what they do. We recognise that technical skills are only part of the requirement for success, our fundamental principles are based on the work of Dr. W.Edwards Deming. The PMI method encompasses the essential change management and leadership skills which are vital if business improvement is to succeed.

Here today, not gone tomorrow...

Our customers are long term, some dating back to our founding days, and we are proud of these relationships growing over the years. We've worked with clients in virtually every arena, from making efficiency savings through to improving customer satisfaction and most things in between.

Our businesses

We are part of The PMI & EG Group along with our sister company - essential.genius; the learning development business. Together we can combine our expertise to offer compelling and effective learning solutions.



www.pmi.co.uk

What We Do & how we do it

Improvement that's right for you

One size does not always fit all when it comes to improvement and transformation; there is no single route. We apply our training and consultancy resources to create a versatile, flexible programme to fit your organisational needs via the right combination of:



We are the Lean Six Sigma partner of the Chartered Quality Institute; the Royal Chartered body for quality management professionals. Together we offer world class Lean Six Sigma training through our Open Learning programmes.



Global coverage...

we work around the world on every continent.

Our People...

are experienced change leaders who work across sectors and industries.

Returns...

our clients often experience many times return on investment when using our methods.

Project Achievements

Powerful improvement that moved boundaries

We engaged with this global IT business to develop an international programme of Six Sigma and process improvement for their organisation. A programme of change agent development both online and in classroom together with supported projects resulted in numerous benefits. These included; the elimination of millions of process steps, massive reduction in error rates, enhanced customer satisfaction, and direct budgetary savings in excess of £98m in a single year.

Example high visibility projects:

- two-year project to implement a worldwide e-clinical trials system
- achieved over 90% penetration delivering more than £20M in annual savings and a reduction of 8 weeks in clinical trials cycle times
- 100-day bureaucracy reduction program sponsored by the incoming CIO - cut contract approval cycle time by 70% and project approval cycle time by 78% within 100 days
- applied Six Sigma principles with off-shore suppliers leading to value beyond labour savings of £3.6M and 865 person-days in six months.

From “firefighting” to continuous improvement

Working in partnership with a global logistics business in support of their Process Excellence (PEX) business improvement programme, we've been at the heart of one of the world's most significant business improvement initiatives. The PEX approach has centred on empowering and equipping employees around the world with common methodology, tools and skills to deliver continuous business improvement. Cultural change is at the heart of the PEX objectives; specifically moving from a “fire-fighting” problem solving approach, to one of continual improvement where the organisation is efficiently orientated around its customers. The PEX change programme has delivered many millions of dollars of savings since its inception and the methodology has been successfully applied in the many locations and functions around the world.

PMI's services have included:

- Strategic consultancy to the leadership & programme management
- Training provision globally
- Learning content development including provision of methodology & toolset
- Internal trainer development
- Business process assessment & review
- E-learning creation and provision
- Coaching, mentoring and project advice.

Efficiency & effectiveness in Government

We've worked with this large UK central Government Agency for several years in support of their Business Process Reengineering Programme. Our work includes establishing and refining the vision and the approach, customisation and delivery of training in Business Improvement techniques. Together with their internal team we focus on the sustainability of improvements through cultural change ensuring that continuous improvement is achieved by everyone in the system. This has ensured that all team members understand their role and how to make a difference within it for the benefit of their customers. The programme continues to deliver direct financial benefits across projects and is fundamentally changing the way the organisation performs its daily work.

Services include:

- Bespoke training development & delivery
- Toolkit provision
- Extensive Green Belt training
- Leadership strategy mentoring
- Programme structure advice & guidance

Results

Over £98 million in direct budgetary savings

Results

\$1bn + in efficiency savings

Results

Reduction in enquiry response time process of 90% from 2.5 days to 6 hours.



Process Management International

Find out more at www.pmi.co.uk or call us on +44 (0)1676 52 44 77