



Your Business.  
Better.



We're here to make your  
business better



**BOURTON  
GROUP**





We help organisations,  
**just like yours,** to transform  
their operations.



# How we can help

We are a performance improvement consultancy that is passionate about improving your results.

Bourton Group exists with the focus to make your business better. We do this in a number of ways, but it always begins by generating a deep understanding of your business.

Equipped with this knowledge we'll collaborate with you and your team to create a plan that will help you to achieve your organisational goals.

This will involve us really getting under the skin of your business, so that we can begin to improve your performance. This is the first step in making your business better. Like we said, this can be in a number of ways, but we generally use Lean and Six Sigma methodologies to drive improvements.

Then we'll be a long term partner to you, helping to sustain change, communicate effectively, and most importantly...make them culture.

We develop a culture of high performance and **continuous improvement** that enables individuals to grow, learn and contribute to the overall organisational goals.

Our **ways of working are collaborative**, supporting and based on a coaching style to provide encouragement and engagement with client teams.

We have **in-depth operational knowledge** of client organisations and our people have the experience and key competence to deliver positive outcomes.

We are an accredited training provider helping embed the **sustainability of improvement work** within client organisations.

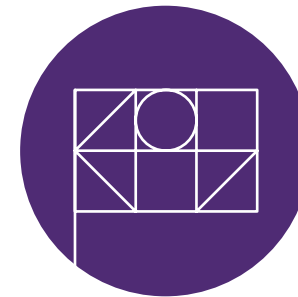


# What drives us



## Vision

It's our aim to be the group that organisations turn to, when they want to make their business better.



## Mission

Through deep understanding, we will collaborate with clients and colleagues to create improvements that become culture.

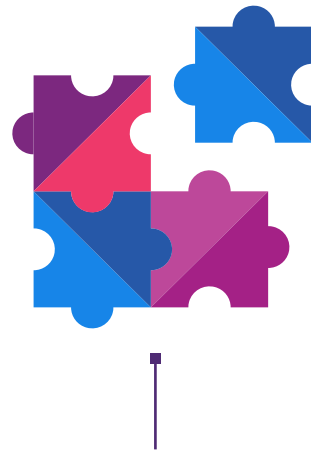


Our tools and techniques are proven  
to work across a wide range of  
sectors and deliver **valuable and**  
**lasting outcomes.**

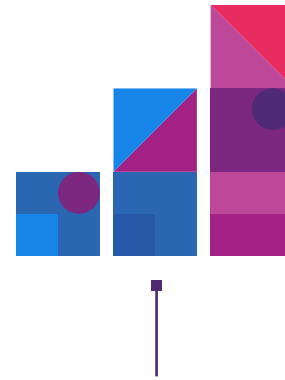
# Our approach



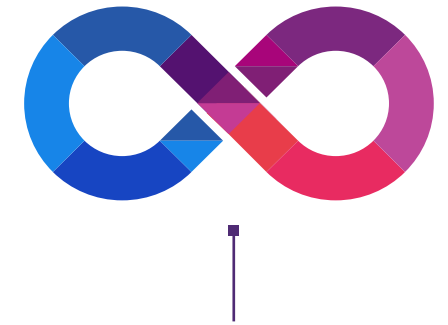
Understand



Collaborate



Improve



Sustain



# Understand

We invest time and energy to understand your goals, establish strong change leadership, and plan for success.

## How

We address three broad questions:

- What is the current situation?
- What type of organisation you need to be?
- What are the performance improvement criteria for the organisation

This raises the need for change, creates clarity, and ensures that focused improvement methodologies are designed around the needs of your business.

## Scoping and diagnosis

This starts with a 'current state assessment' of your organisation and its performance to evaluate organisational culture, the senior team, change history and how ready your organisation is for change.

We work with you to create a 'future state view' to size the gap, scope the benefits and outline options for change to process, organisation and culture to deliver the required performance improvement.

"We work with you to create a **'future state view'** to size the gap, scope the benefits and outline options for change to process."





# Collaborate

We'll work with you to identify your under performance in processes and ways of working, agree improvement targets then tailor solutions around your goals.



## How

We confirm:

- Where the organisation needs to be?
- What options are there?
- Is everyone agreed?
- How do we get started?

## Planning and design

By listening to concerns and involving people in the planning and design phase, we engage the key leaders and influencers across your business. This ensures the stakeholder engagement plan is created, and the need for change is communicated and understood.

## Programme governance

Strong governance from visibly active and engaged senior managers is vital so we will help you achieve this by establishing a guiding framework of steering meetings, reviews and progress measures, which will all go towards building confidence and ownership in the improvement programme.

By listening to concerns and involving people in the planning and design phase, we **engage** the **key leaders** and influencers across your business.





# Improve

We'll work alongside you to implement appropriate improvement approaches to drive performance of your people and processes to achieve measurable benefit.

## How

The improvement vehicle we use depends on the type of problem. For example, it could be a senior team strategy development programme to develop greater clarity and focus of direction; the development of an all-encompassing transformation programme, a complex organisational process redesign, a Lean or Six Sigma deployment plan or even a 5 day event that fixes local problems within an operational work team.

Whatever the requirement we provide hands on consulting support to drive improvement and, if required, can coach and train your team to deliver improvements.

## Typical interventions include:

- Strategic Alignment
- Organisational and Process Redesign
- Lean or Six Sigma deployment
- Operational improvement programmes
- Lean Sigma projects

- Rapid improvement events
- Collaborative Planning to drive programme delivery
- Work team continuous improvement
- Leadership and team development

We provide hands on consulting support to **drive improvement** and, if required, can coach and train your team to deliver improvements.





# Sustain

Sustained improvements can only be achieved when people change their ways of working and learn how to lead change themselves. We'll work to make changes that become culture and are continued long after our involvement.



## Knowledge management and transfer

We ensure an appropriate degree of knowledge transfer which also sets out how success will be measured. We help you to implement knowledge sharing, which means that 'lessons learned' can be applied across multiple sites or divisions.

## Developing leaders for change

Using our Leadership Framework FSDO™, we develop leadership roles and enable more effective ways of working.

## Developing high performing teams

We help teams build a focused improvement plan that defines their core purpose and sets out specific actions and changes.

## Training for Process Improvement using Lean or Six Sigma

If appropriate, we can build a cadre of Lean or Six Sigma belts who deliver sustainable benefits. We develop your people to use Lean and Six Sigma thinking and methodologies to improve performance, streamline processes, and deliver greater value to you and your customers.

We help leaders and teams build a focused **improvement plan** that defines their **core purpose** and sets out specific actions and changes.



**That's how we fix businesses.**  
Then help them stay fixed.



# Sectors



## Infrastructure Construction

The National Infrastructure and Construction Pipeline identifies investment of over £300bn across 700+ specific projects and programmes between 2016 and 2021. Delivery of this scale of investment is not going to be achieved without fundamental improvements in sector performance and productivity. Help is going to be needed and Bourton Group are well placed to provide this help.



## Housing & Residential Services

Recent government announcements have accelerated the need for a radical rethink to the way that Housing Organisations organise and deliver services. With the challenge to build new homes, and with the current and anticipated economic pressures mean that such organisations, must ensure they continuously focus on being both efficient and effective. Our work is supporting Housing and Residential Services organisations to deliver their ambitious plans.



## Public Sector

Our work has supported public sector organisations to drive improvements in service delivery whilst reducing operational costs. Engaging with internal and external stakeholders to develop clarity of service we have worked to reduce budgets and refocus services. We have enabled clients to become more efficient whilst building a culture of continuous improvement.



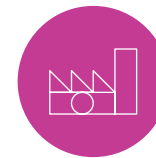
## Business Services

We understand the business services environment and the challenges that the sector faces. Customers in the sector are ever more savvy, with service expectations increasing, cost pressures and transparency ever present and response times continuing to fall. We help clients understand the uniqueness of their offerings and how this can be delivered in the most efficient and effective way through optimised processes, organisation and technology.



## Other

Whatever the organisation, the challenges of delivering what the customer wants, in an efficient and effective manner, is the number one priority. Constant disruption to strategies from economic or political influences are forcing organisations to adopt improvement methodologies from other sectors. Our work with these types of organisations demonstrates significant and targeted benefits.



## Manufacturing

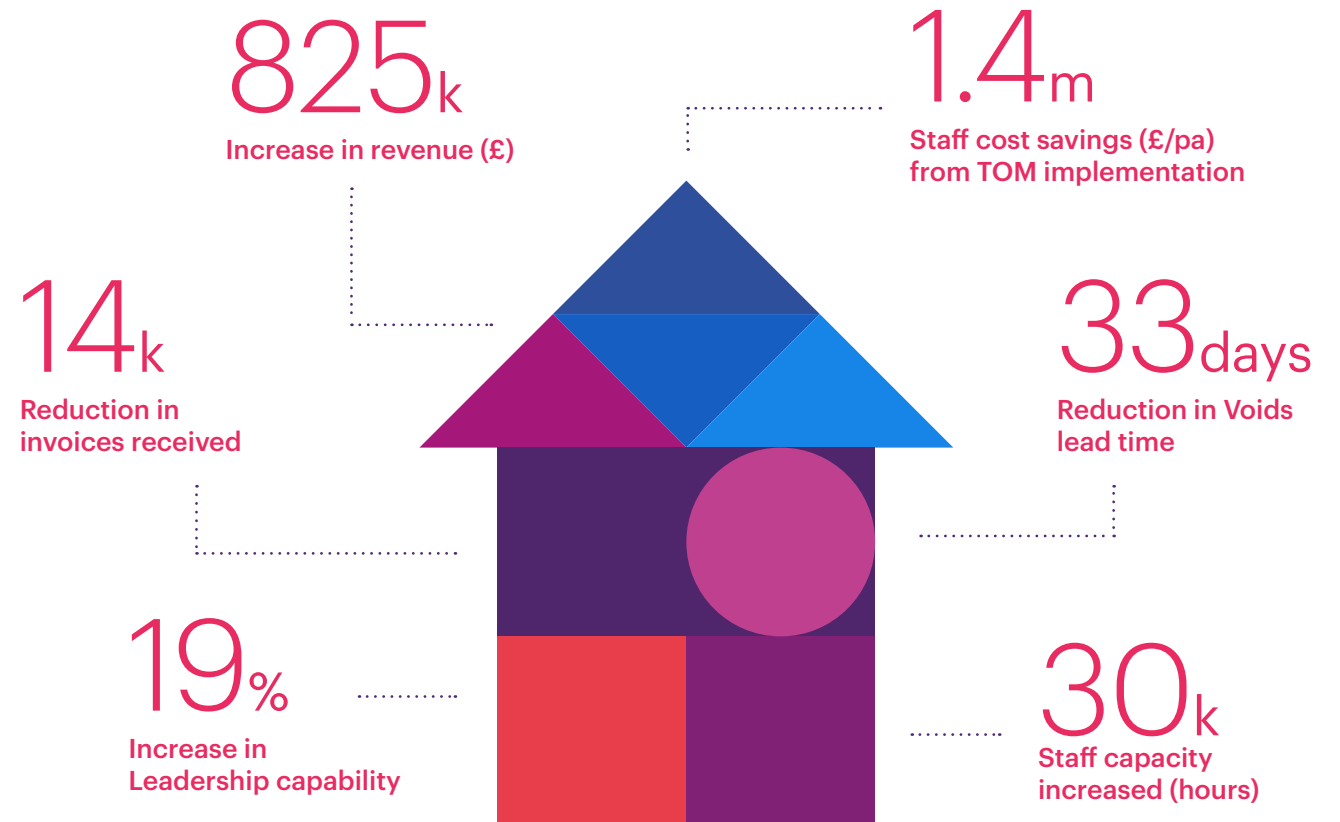
Our business was founded in the Manufacturing sector and over the many years since, we have worked with manufacturers on their journeys to operational excellence. We understand the complexities of global supply chains, the challenges of efficiently operating design and manufacturing facilities and have supported change in these areas through organisational redesign and Lean or Six Sigma process improvement methodologies.



# Housing & Residential

As a result of our work with our Housing and Residential Services clients, measurable benefits have been achieved.

Reducing the 'key to key' time by 74%, increasing rental income and releasing staff capacity whilst putting the tenant at the heart of improvements. Improving the collaboration and cooperation of contractors to increase right first-time solutions and reduce the overall cost of work. Reducing the cost of procuring consumables and services by over £5m per year.





# Business Services

As a result of our work with clients in Business Services, quantifiable benefits have been achieved across a variety of measures.

Reducing the lead time for archiving and retrieval of legal files from weeks to days to improve the efficiency/effectiveness of legal service provision. Improving the productivity in patent renewal process by 25% by eliminating waste. Reducing the process lead time for service provision in office technology services by 30% through a multi-disciplined improvement team.

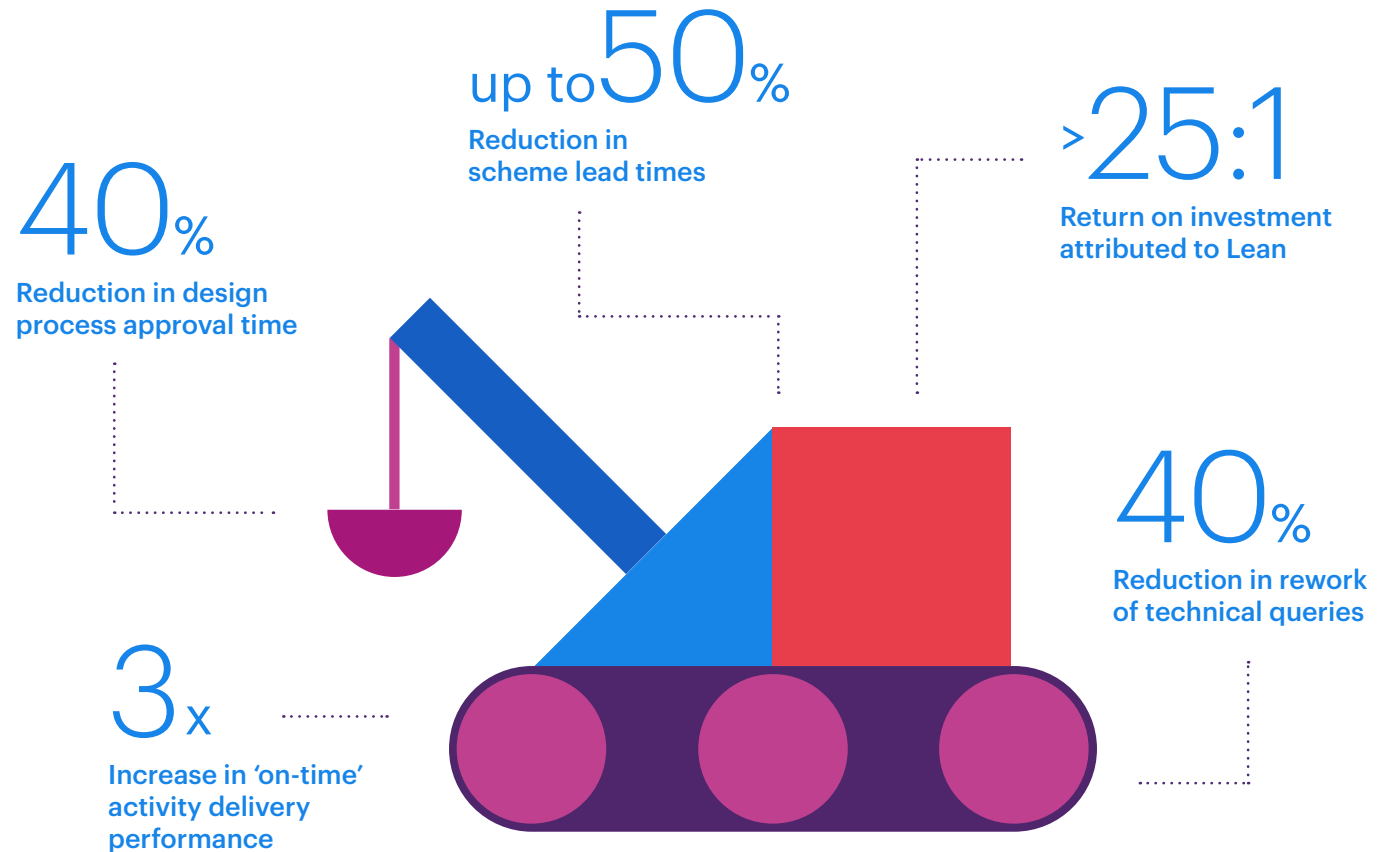




# Infrastructure Construction

As a result of our work across the Infrastructure Construction sector, we have consistently helped our clients to realise significant and sustained improvements in performance. Some examples are:

Working in the water sector developing production control, increasing off-site construction and developing collaborative planning approaches leading to reductions of 40% time saving on site and up to 15% cost reduction. Within a construction piling process delays were reduced by 50% and drilling and pouring times reduced by 50% resulting in output improved by 38% and a total estimated financial benefit of £976k.



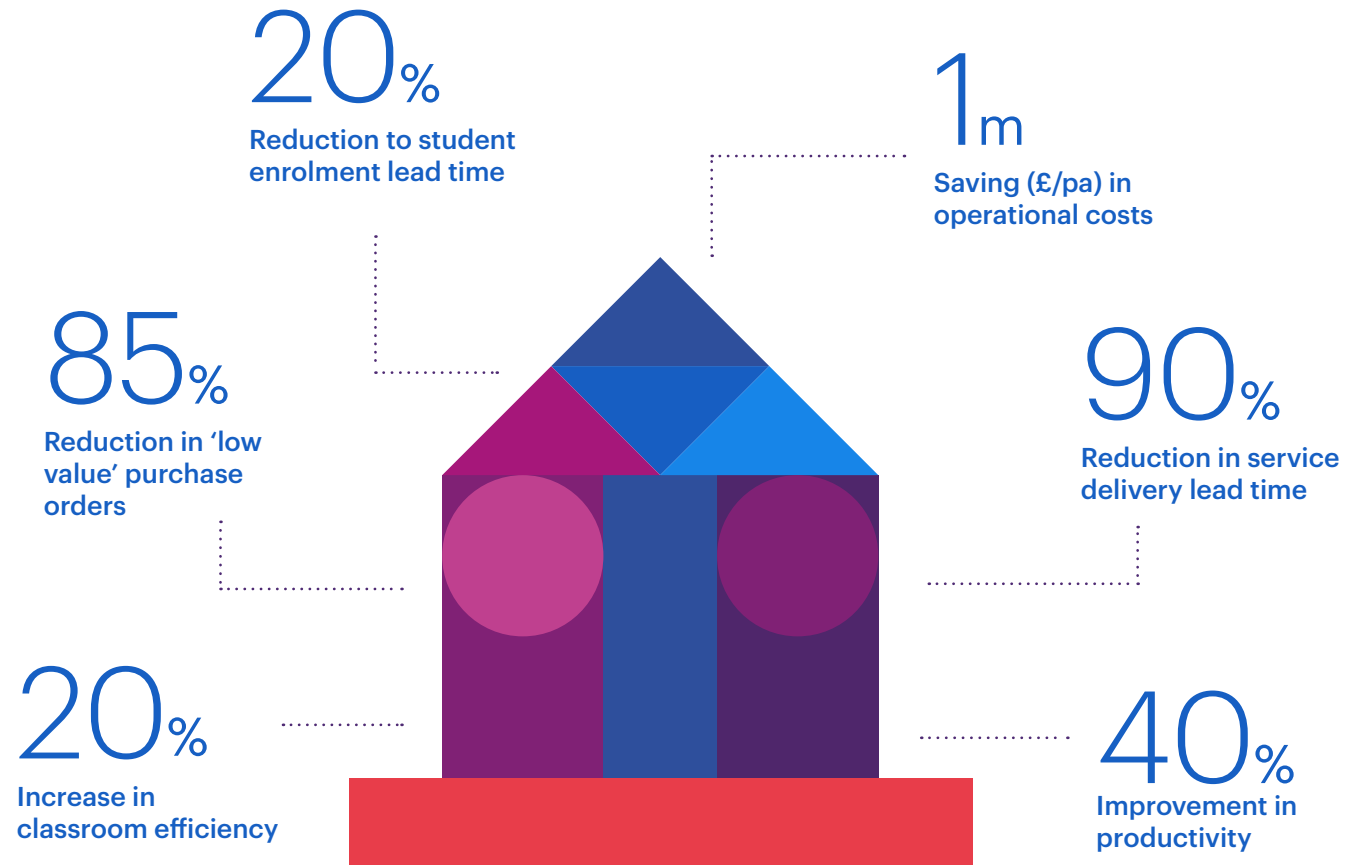


# Public Sector



Our work within the Public Sector has delivered dramatic operational improvements.

Working in Adult Social Care, reducing the end process time for Financial Assessment by 75% and reducing those requiring home visits to by 600 per year. In billing for Public Services to the Private Sector, eliminating paper based manual processing enabling the introduction of faster, more accurate billing reducing payment lead times by 93%. In Government associated savings services, timeliness and accuracy of processing improved to 99.6%.



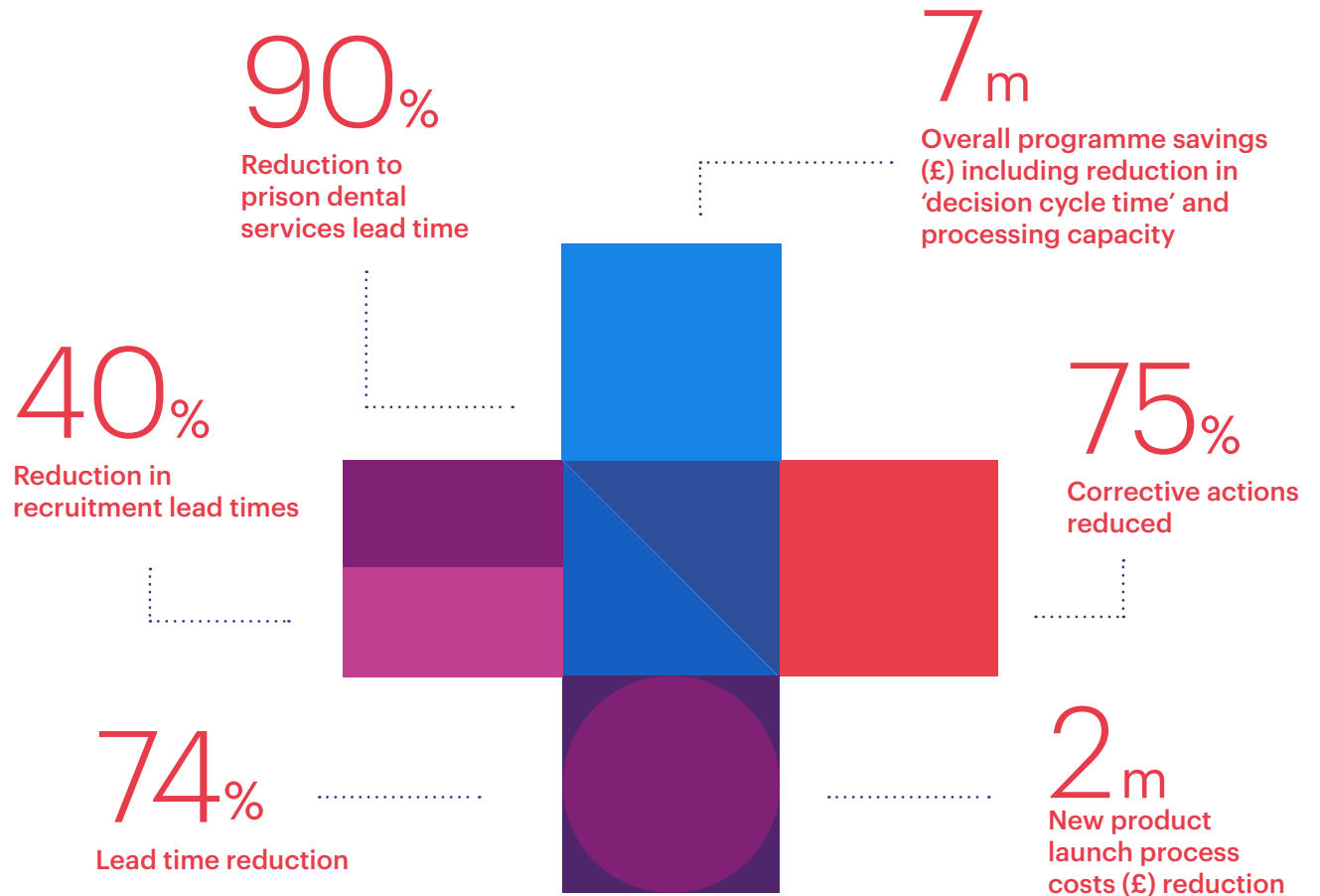




# Other Organisations

Our approach has been deployed across a wide range of organisations and has achieved significant benefits in both efficiency and effectiveness in core service processes, some examples are:

Working within an internationally recognised University on core recruitment processes and reducing the process steps by 60% resulting in shorter lead times and achievement of improved SLA's. Working with an outsourced services provider delivering £250k productivity savings in an Occupational Health business and achieving 25k hours of productivity improvement within offender Electronic Monitoring processes.

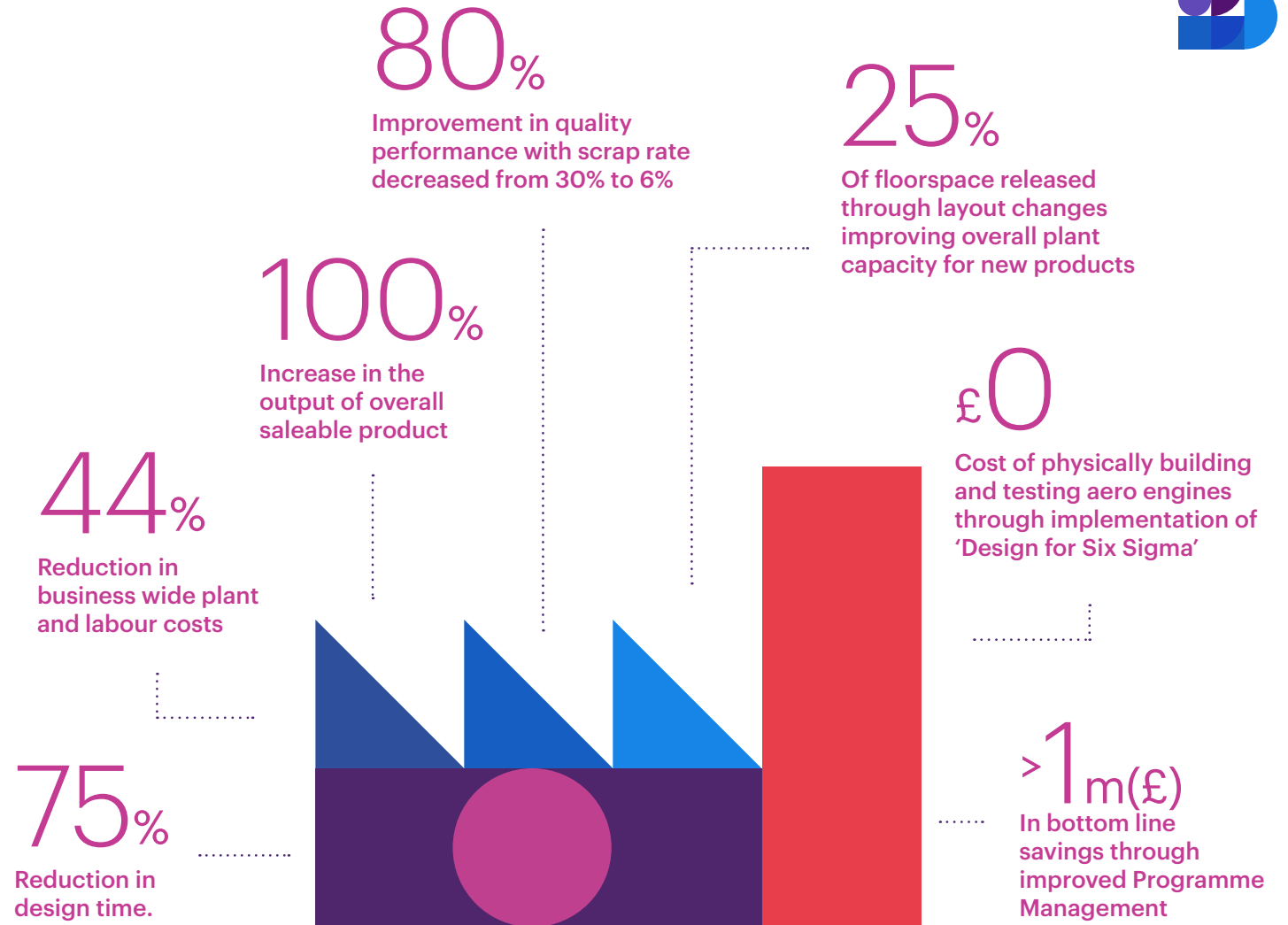




# Manufacturing

Our work with manufacturers on their journeys to excellence, tangible benefits and value has been achieved in a range of industries including Aerospace, Medical, Defence, Commercial Goods and consumer products.

In medical products manufacturing raising 'on time and in full' measures increased from 60% to over 95% and customer complaints reduced by 60%. In forged product plant re-layout coupled with improvements in the scheduling systems ensured a 19% increase in output.





To find out more about  
how we can help your business  
please get in touch...

call **01926 633 333**  
or email **info@bourton.co.uk**