

## The Client

*World's second largest manufacturer in product space*

*Long standing and deep customer relationships*

*Owner managed business*

## Business Driver

*Limited management capacity/bandwidth*

*Unable to exploit available growth opportunities*

*Constant 'fire-fighting'*

## Engagement

### *Design (Phase I)*

- Review business goals & articulate strategy
- Re-organise functions for operational effectiveness and efficiency
- Develop performance management framework
- Re-define organisation structure in line with performance framework
- Define performance metrics for functions, groups and key roles
- Develop competencies and job descriptions for key roles
- Design performance appraisal system
- Design incentive system
- 'Coach' leadership to adopt appropriate management style and practice

### *Implementation (Phase II)*

## Benefits

Clarity in strategic direction improved productivity