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# Operational effectiveness

**Campion Willcocks provides project, programme and change managers to the UK's leading companies and public sector organisations on an interim and contract basis. Expert at matching the right people to assignments, we understand the challenges you face in change management.**

Our success is based on a pool of highly experienced Associates that includes specialists in every function and process, offering a flexible resource that can adapt and succeed whatever the client requirement. Our people have completed hundreds of successful assignments to improve an organisation's operational effectiveness.

## Skills and abilities

The people we provide are not Consultants: they work as part of your team for as long as you need them. Their only motivation is to satisfy your objectives and ensure you achieve the desired outcome. It would be impossible to describe all of the specialised knowledge and skills of our Associates in operational effectiveness. This fact sheet covers just a few of the areas in which we've added real value to our clients' operations.

## Integrating Mergers and Acquisitions

Our Associates have programme managed many UK and multinational integrations, putting in place governance structures, driving systems integration, setting up joint venture operations, and more. They help smooth mergers and mould organisations together, rationalise products, services and support functions, integrate systems and processes, and design and implement organisational, functional, operating and service delivery models.

*Assignments have included:* providing the critical path for the world's largest financial services integration.

## Centralised Operations and Shared Services

Our Associates can help you achieve economies of scale and consistency in processes and service levels by pulling together disparate back-office functions in billing, payment, collection and many other areas.

They can help design and implement shared services for core support operations such as HR, finance and IT, as well as driving the implementation of enabling technologies and processes in areas such as workflow, imaging, service delivery and support.

*Assignments have included:* implementing a Finance Shared Services operation for a major retail bank; leadership development for service centre managers in financial services; programme managing an end-to-end technology, customer interface and business process refresh for a utility; and managing the integration of disparate HR functions in finance.

## Business Process Improvements

Our Associates have vast experience in projects designed to drive improvements in productivity and service, to enhance quality, improve operational excellence, and control risk through enhanced processes.

*Assignments have included:* mapping current processes then redesigning or re-engineering them at all levels, from small business units to entire organisations; achieving continuous improvement and quality certification using techniques such as CPRA, Six Sigma, ISO 9000 and EFQM; and process change to enable clients to realise the full benefits of their new systems.

## Outsourcing and Offshoring

Associates are available to define the outsourced model and its requirements, then project manage the tendering, evaluation and award process. Specific skills include contract negotiation, managing the transition (including HR aspects), putting in place the management disciplines for outsourced service provision, and managing outsourced IT and business process contracts and services.

*Assignments have included:* definition, structuring and evaluation of IT outsourcing for a high street bank; and project managing the entire process on behalf of a major utility (from definition through tendering, contract negotiation and transition) for the separate

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outsourcing of application support, development and IT operations.

#### **Procurement and Supply Chain Management**

Our Associates are often called upon to support change management initiatives that involve procurement and supply chain improvements.

*Assignments have included:* project managing new procurement initiatives and interim management of procurement functions; design and implementation of sourcing strategies; e-procurement; contract negotiation and drafting; public sector procurement including PFI, PPP and OJEC; driving end-to-end improvements in supply and value chains; and implementing new logistics processes.

#### **Whatever you need in change management**

Operational effectiveness is just one example of how our interim and contract professionals can support your organisation. Please call 01494 725885 or e-mail [info@campionwillcocks.co.uk](mailto:info@campionwillcocks.co.uk) for information on other areas supported including: Customer Service, Sales and Marketing; Risk, Regulation and Compliance; Technology and Infrastructure; Organisational and People Development; and Financial and Information Management.

Our change management professionals can help you address and enhance many areas of your operations, leading to benefits such as:

- Improved efficiency and added value
- Systematic performance and productivity improvements
- Lower and more easily controlled costs
- Improved reliability
- Reduced time to market
- The ability to consistently meet and exceed your customers' expectations

#### **About us**

In operational effectiveness we provide clients with the right people at the right time at the right price.

- Providing dedicated, skilled resources since 1968
- Many clients have been with us since day one
- Consistent year-on-year growth achieved by investing in long-term relationships
- A 99.3% success rate in matching professionals with assignments
- A fast and responsive service
- An impressive client portfolio
- A broad range of candidates and specialist skills sets

Call 01494 725885

E-mail [info@campionwillcocks.co.uk](mailto:info@campionwillcocks.co.uk)

Visit [www.campionwillcocks.co.uk](http://www.campionwillcocks.co.uk)