



optimal • people • process • supply

adding value to your business



## adding value, ideas and expertise

**With absolute dedication to adding value to your business, Opps Consulting delivers a unique combination of skills and knowledge not usually found within a single organization.**

Key skills:

- **Strategic sourcing**
- **Supply chain management**
- **Project management**
- **Process improvement**
- **Continuous improvement**
- **Value management**

This unique blend of theory and practical experience enables us to provide a complete service to clients, including not only strategic consultancy and diagnostic procedure, but also implementation. In doing so, we are able to guarantee a service that will add value to your business, will translate into significant reductions to your bottom line and will increase shareholder value.

At the root of everything we do, is a set of core values, which defines our approach to our business and to each and every project we undertake:

Core values:

- **Integrity** - our focus is on what is best for you, the client
- **Integration** - we work as closely as possible with you and your team to deliver optimum results; aligning our people and systems with your organization to merge ideas and expertise
- **Knowledge transfer** - we share what we know and we leave you with a legacy - the skills and information you need for continuous improvement
- **Continuous learning** - we invest heavily in training and education so we remain at the cutting edge of best practice and research



## core components

**Opps Consulting is dedicated to bringing you strategic and operational business improvement through the integration of three core components:**

**Effective utilization of people**

**Business process re-engineering**

**Unlocking the potential within the supply chain**

Opps Consulting ensures all three elements work in harmony and are aligned to your corporate strategy, thereby optimizing the overall benefit to the business as a whole.

### **Effective utilization of people**

Staff - often espoused as an organization's most important asset, yet frequently the most under-utilized resource. We identify your real human resource requirements and work to deploy this resource in a manner that generates the optimum return on investment. At the same time Opps Consulting works with your team to increase the value of this resource through knowledge transfer and operational changes that improve productivity and efficiency. Every activity is focused on the integration of your people into the process through the development of clear roles and responsibilities, core competencies and development plans.

### **Business process re-engineering**

It is now widely held that companies need to reinvent themselves every few years in order to survive the changing dynamics of their external environments. At Opps Consulting we use lean production techniques and the principles of Kaizen to reduce costs and increase speed to market. We work to identify and manage opportunities for improving your business processes, and those of your suppliers, in order to save you time and money.

### **Supply chain management**

By working with fewer of your 'best' suppliers you will be able to gain greater leverage and reduce your basic costs. Further opportunities may then be explored through understanding the value chain and identifying where value is added and where unnecessary waste occurs. We can determine the effectiveness of your supply chains, measure the contribution of your suppliers, identify those components that add value to your business and work with all parties to improve performance, innovation, productivity and cost.



## measurable results

### **We deliver:**

- Sustainable year on year cost reductions
- Programme reduction
- Performance improvement
- Managed innovation
- Procurement awareness and competence

### **Through:**

- Improved leverage/economies of scale
- Process/supplier integration
- Harnessing supplier innovation
- Reduction of non-value-adding activities/costs
- Continuous learning/ improvement
- Knowledge transfer



## t h e t e a m

**At the heart of every consultancy  
business is the people - their  
knowledge and their approach.**

Opps Consulting comprises a hand-picked team of like-minded individuals who are able to challenge and think outside convention. Each team member brings particular skills and capabilities to the mix so that together we offer a superior range of expertise and a greater depth of knowledge. All have a proven track record working with blue-chip companies, all work well with people and every one of the team is committed to delivering sustainable benefits and achieving our client's goals.

To find out how our team  
can help your organization, contact:

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## selected clients

Client	Service	Benefit
<b>BAA - Terminal 5 Project</b>	<i>Procurement consultancy</i>	Identification of the best company in the market to supply the desired service product
<b>Bass Leisure Retail</b>	<i>Supply chain risk management</i>	Reduced supply risk
<b>Westminster City Council</b>	<i>Product, process and supply chain innovation</i>	Managed product development for improved functionality and cost
<b>Norwich Union</b>	<i>Process and supply chain management</i>	Strategies, processes and tools for roll-out programme
<b>Norwich Union</b>	<i>Strategic sourcing plan, process improvement &amp; supply chain development</i>	Delivering £100m of annual savings
<b>British Airways</b>	<i>Product development, process and supply chain innovation</i>	Reduced client risk
<b>London TEC Council</b>	<i>Labour resource and skills planning</i>	Forecasting skills needs in line with modern requirements of industry. Influenced government statistics - product focus and skills
<b>University of Salford</b>	<i>Development of MSc Strategic Procurement Learning Module</i>	Leading edge knowledge transfer
<b>Barclays Bank Group Property Services</b>	<i>Programme process and supply chain diagnostic</i>	Strategic plan for value improvement

## case history

### Norwich Union

Opps Consulting is working to reduce cost and eliminate waste at Norwich Union in order to deliver £100m of annual savings, which will significantly increase shareholder value. Working closely with the client, we are developing a strategic sourcing plan, improving processes across a range of business operations, and developing their supply chain management systems to aid improved control and delivery of benefits.

All activities are aligned to the achievement of Norwich Union's long-term business goals, and are carried out in partnership with the client's personnel along with existing and new suppliers.

"Opps Consulting have exceeded our expectations; they have consistently delivered against demanding targets on our leading-edge supply chain improvement programme. In this respect they offer a unique service, applying strategic thinking and translating their ideas into challenging but workable solutions. They achieve this through their thorough knowledge of the industry, its constraints and opportunities. They are not afraid to get their hands dirty and apply a personable approach, working alongside our in-house team during project delivery. We will be using them again."

*Rob Townend, Head of Property Supply Chain, Norwich Union*

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