

Service Area	Skills	Activities	Tools/ Processes
Operational Performance	Data Analytics	Trend analysis, root cause & forensic analysis, ecosystem modelling, performance deep dives & qualitative insight analysis through process/system analysis	Tableau, Spotfire, Alteryx, Excel, Access, PowerBI, SAP BW & Business Objects
	Reporting	KPI design, exception reporting, ops dashboards, governance & performance framework design. Communication of and engagement in insights through various media, including training packages, videos, conferences, VC, presentations, workshops, position papers, infographics and insight packs	
	Operational Excellence	Process mapping, value stream mapping, waste identification, Kanban, development of lean processes & improved supply chain models	Lean 6 Sigma & Visio
	Process Costing	Development of estimated costing models, collaborating with costing accountants to develop full costed models.	ERP software contractor
	Continuous Improvement	Development of continuous improvement culture, identification of agile PDR cycles to deliver quick win improvements which require minimal change controls	PDR cycles & Audit
Governance / Assurance Effectiveness	Financial Control Measures	Scrutiny of financial performance, identification of; financial control risks, savings opportunities, budget management options, stock management options, margin opportunities, procurement challenges & cost pressures.	Periodic financial performance reviews & Audits
	Board Assurance / Corporate Governance	Board assurance framework review & revision, identification of gaps in assurance & governance, alignment of performance management frameworks to strategic objectives, Implementation of change management governance	Risk management methodology
Strategic & Operational Planning	Developing Corporate Strategy	Full collaborative organisation-led strategy development, Strategic goal derivation, identification of cultural change requirement, horizon scanning, regulatory/legislative challenge predictions & ERP. Identification of new revenue streams and collaborations through development of industry and academia relationships.	McKinsey 7s, PESTLE, SWOT, stakeholder planning, research, development & innovation
	Medium Term Operational Planning	Setting SMART objectives, developing KPIs (input, output & outcome measures), aligning governance to deliverables, identification of required enabling function resources, capacity planning, financial planning including capital (rollout & replacement), development of procurement work plans, identifying managed service contract opportunities, revox challenges & forecasting.	Bespoke planning models tailored to specific organisations based on size and scope of operational ambitions
	Demand & Capacity Planning	Mapping the interdependencies in systems, mapping the wider ecosystem, identification of system variables, developing controls for system variables, forecasting; supply, demand and system variables, prediction of resource requirements and capacity, collaborating with mathematical modelling & Machine Learning contractors	Simul8 & ERP software contractors
	Technological Innovation / Automation	Identification of software/data solutions for solving operational challenges, Linked dataset design, API software design (Bespoke or OTS packages), designing machine learning or NLP concepts to automate systems where possible, sourcing new opportunities to introduce robotics or innovative tech into day to day operations to improve productivity or quality.	Bespoke dependent on organisational challenges, development of high-level & detailed requirements for APIs
Planning & Implementing Transformation	Designing Strategic Transformation Programmes	Develop key workstreams required to deliver strategic goals, design supporting workstreams to implement, embed and monitor cultural changes, including governance & performance monitoring processes identify programme director and workstream leads and engage leadership teams in transformation programme	Agile & Prince 2 waterfall methodology
	Implementation of Transformation	Provide critical support to programme/workstream delivery, identifying and mitigating risks, identifying opportunities to improve agility or outcomes, managing change requests and re-baselining within governance process. Maintaining all project documentation and providing performance updates to stakeholders as per the governance framework	