



# An Introduction to our Consulting Solutions

Since 1995, Catalyst Consulting has been helping organisations make sustainable improvements in quality, efficiency and operational performance through a range of Consulting Solutions. We help clients to create and deploy a continuous improvement culture at the pace they are looking for.

At the heart of our service is a strong, capable and talented team of people with many years of practical experience, acquired through working with organisations of all sizes and from a wide range of sectors. These include some of the world's greatest brands and public sector services.

Starting with Why? This prospectus outlines a number of our proven core consulting services and what they involve as we support and accelerate your organisation's change and transformation journey.

We offer:-

- **Assessment:** Understanding the organisation, its strengths, opportunities and its culture, and planning for change
- **Operational expertise:** making things happen and delivering results
- **Strategic capability:** developing and deploying Strategy and Operating Models that are right for your organisation and facilitating leadership in Transformational Change

# Assessments

## Organisational Assessments Process Health Checks

### Why carry out an Organisational Assessment?

To build common and fact-based understanding of current reality

To help an organisation improve its process efficiency and effectiveness

To help change the culture of an organisation

To align key stakeholders in prioritising focus areas and action plans

### What is it?

A systematic, independent and objective assessment of your current state

An in-depth analysis of perceptions (from inside and outside of the organisation), performance results and trends, process stability and capability, assessment of Operational Excellence maturity and cultural characteristics

Identifies important factors which aid or impede your achievement of results

Summarises key strengths and opportunities for improvement

Prioritisation of improvement actions and plans

### Why carry out a Process Health Check?

To gain an independent, transparent and unbiased appraisal of your operational reality

To ensure process management activities are sustained

To support development of a Continuous Improvement culture and build the organisation's capability

To identify waste and non-value add activity releasing the true potential of your key processes

To encourage development of stable, predictable processes with appropriate measures/metrics

### What is it?

One-off or periodic onsite workshop reviews of a process and its performance

Led by a Catalyst consultant working with client operational staff

Recommended activities to maintain and improve your process health

Qualify & prioritise opportunities for improvement

# Assessments

## Culture Assessments



### Why carry out a Culture Assessment?

To enable proactive management of culture change in line with organisational vision and strategy

To clarify roles of leaders and managers

To help establish a culture of Continuous Improvement

To increase staff engagement, involvement and fulfilment

### What is it?

A comprehensive assessment of the prevailing values, systems and behaviours at all levels in an organisation against established excellence models

Summarises key strengths and opportunities for improvement

Includes workplace dialogue, employee focus groups and questionnaires

Identifies priorities and actions required to positively change your culture

# Assessments

## Continuous Improvement Programmes

### Why do Continuous Improvement Programmes need support?

To shape the right Continuous Improvement programme for your organisation

To maximise the success of your deployment

To engage people in improving the organisation and its performance

To encourage new mindsets, behaviours and systems of working for sustainable culture change

### What is it?

|  |   |                                     |
|--|---|-------------------------------------|
| A tailored programme of activities and services                | Engagement and development of Leadership teams  | PMO/governance design and formation |
| Carry out project selection and develop communication strategy | Continuous Improvement skills assessments and training to build capability, confidence and enthusiasm | Lean Management Systems             |



# Operational

## Value Stream Mapping

### Rapid Improvement Events (Kaizen)

#### Why should we do Value Stream Mapping (VSM)?

To take a holistic view and therefore understand interdependencies across functions and activities

To learn to see waste together and identify opportunities for improvement

To encourage systemic thinking rather than silo mentality

To build consensus and alignment across a multi-disciplinary team

To establish a structured improvement roadmap with prioritised actions and projects

#### What is it?

A Lean management method for visualising the way value flows in an organisation

An approach that considers both material and information flows from end-to-end, helping the team identify waste in all its forms

A technique and thought process that leads the design of a Future State map, providing a long-term aspirational vision

Includes the development of an improvement roadmap with actions and projects to progress towards that future state over the coming 12-24 months

#### Why should we carry out Rapid Improvement Events?

To benefit from a high-energy, high-impact approach that removes wastes, improves flow and implements change in real-time

To communicate a sense of urgency/passion for change, engaging and involving the organisation

To respond to problems and get immediate traction on your change objectives

To employ a rigorous, action-orientated method that controls risks in the target process and delivers sustainable, measurable outcomes

To engage with a highly experienced consultant to guide and challenge your team. A significant learning opportunity for all participants

#### What are they?

A consultant-facilitated workshop delivering immediate process change and performance benefits

Intensive, narrowly scoped 3-5 day event, using a focused multi-functional/multi-level team

Team members are extracted from daily responsibilities, concentrating their creativity on problem solving

A structured approach: comprehensive preparation, Plan/Do/Check/Act and DMAIC thinking, using Lean Six Sigma tools

Effective in both manufacturing/engineering and transactional/business processes

# Operational

## Leading Projects



### Why do we need someone to Lead our Projects?

Currently available resources overloaded or lacking the specialist skills

The benefit of impartiality, objectivity and external 'fresh eyes'

To gain confidence in proven technical and leadership competences to tackle the most challenging problems

Transfer of knowledge to the team: learning by doing

### What is it?

Extended provision of a Catalyst specialist resource

Leadership of a strategically important improvement project from 'soup to nuts'

Professional application of the appropriate methodology and tools

Ensuring collaboration and participation of relevant team members and SMEs

Managing change to ensure maximum impact, acceptance and sustainability

# Operational

## Process Optimisation Facilitating Difficult Things

### Why carry out Process Optimisation?

To get traction and accelerate delivery of improvement results

To streamline your process, design a viable Future State and initiate implementation

To diagnose and deliver significant change, a deep and holistic view of the process

To leverage internal and external good practice expertise

To provide an excellent hands-on training ground for your Continuous Improvement practitioners

### What is it?

A team and workplace based approach, led and facilitated by a Catalyst process expert

Extensive and detailed Lean Review supported by data gathering and measurement

An opportunity for real Change Management

A method to address Quality, Cost, Delivery, Risk and Morale dimensions of performance

Application of Lean Six Sigma tools and techniques to increase efficiency and effectiveness

### Why do we need External Facilitation support?

To enable breakthrough on a difficult topic with diverse opinions

To ensure best practice tools and techniques for collaborative problem solving are applied

To mobilise commitment to clear decisions and solutions

To improve relationships across the team

### What is the service?

Provision of an experienced external facilitator

Help in solving a particularly contentious or complex issue, and breaking paradigms

Building of consensus and effective agreements with the team

Carry out collaborative and structured problem solving with fact based decision-making

Delivery of a clear, agreed and 'owned' set of next steps and action plans



# Strategic Capability

## Strategy Development and Deployment



### Why do we need support in Developing and Deploying our Strategy?

To use a structured and collaborative approach, ensuring buy-in and ownership

To align, engage and mobilise teams behind a common purpose

To ensure that the strategic direction and objectives for the organisation are understood by all

To avoid resources being spread too thinly across multiple or conflicting priorities

To ensure that the right things are being monitored and measured...i.e. do we know what it takes to win? Do we know if we're winning today?

### What is Strategy Deployment?

A management process that aligns, both vertically and horizontally, an organisation's functions and activities with its strategic objectives

A top-down and bottom-up collaborative process using dialogue or 'catch-ball'

The establishment of a 'line of sight' between individual objectives and the strategic priorities

A method to ensure all contributions combine to enable successful achievement of strategy

# Strategic Capability

## Target Operating Model

## Change and Transformation Leadership

### Why work on our Target Operating Model?

To facilitate deployment of strategy into the real-world

To respond to major change or opportunity in the market/technology; build new capability

To facilitate significant strategy and business model change

To create a transformation engine, enabling re-engineering and redesign of the organisation

To more efficiently and effectively create and deliver value to the Customer

### What is it?

Engagement of leaders in reviewing their Vision, Strategy, Strategic Essentials and Objectives/Targets

Generation of a mechanism/model through which Strategy and Vision can be enabled, deployed and applied

A focus on Process, Tools, People and Organisation

Development of a future state high-level model/design of an organisation, its processes and structure.

Use a 'slice' of the organisation to develop new processes, integrate with improved existing processes and leverage good practice

### Why work on Change and Transformation Leadership?

To help organisations face today's challenges and opportunities, market dynamics and technological developments

To address the inadequacies of traditional methods of leading rapid and significant change, while balancing the daily demands of running the operation

To provide new approaches, models and behaviours required by leaders at all levels to empower, align and inspire their people to take responsibility and exploit the 'Big Opportunity'

### What is the service?

An assessment of the organisation's readiness for change

Support to leadership in navigating through the challenges of change and transformation

Selection and application of the appropriate change model(s) and approach

Coaching Leadership in their roles and the behaviours required to model and accelerate change, including articulating and reinforcing the 'why'

# Questions?



## Learn More

More information on Catalyst's Consulting Solutions can be found here:  
[www.catalystconsulting.co.uk](http://www.catalystconsulting.co.uk)

E-mail us at [consulting@catalystconsulting.co.uk](mailto:consulting@catalystconsulting.co.uk) to schedule a conversation with one of our consulting team or to arrange a visit to your site for a diagnostic/review meeting.