

PROCESS SERVICE

THE PURPOSE OF THIS SERVICE IS TO HELP COMPANIES IMPROVE PROFITS THROUGH PROCESS IMPROVEMENTS, AND ACHIEVE COMPANY STRATEGIC AND OPERATIONAL OBJECTIVES.

Service Provider Background

The Centre for Competitiveness (CforC) has over 18-years experience of working with Northern Ireland businesses helping them to grow and develop in local and external markets. Our services are based on ensuring that companies become more effective and efficient through improvements in their productivity, quality, new value creation and their working relationship with others.

With a dedicated core team and network of specialist associates the Centre for Competitiveness offers tailored practical solutions that deliver against individual company requirements. This approach allows us to offer a broader range and depth of experience while retaining a co-ordinated personalised service. We are committed to working with companies to help them develop and embed solutions within their own staff, structures and operating processes to ensure ongoing impacts beyond the life of our intervention with them.

Individual Backgrounds

Deliverer	Background
Michael O'Neill	Michael has over 15 years of experience in Business Improvement working with the Private, Public and Voluntary sectors. He is a certified Six Sigma Black Belt and has a broad local industry knowledge.
Stephen Ritchie	Stephen is an Engineer trained as a Six Sigma Black Belt with extensive Lean Manufacturing experience. He works both with groups and on a one-to-one basis.
Michael McManus	Michael has over 25 years experience in the Automotive Industry. His work has focused mainly in the areas of Quality, Supplier Management and Employee Improvement Teams.
Jim Perry	Jim is a Chartered Accountant and has held a number of Senior Management positions in NIE/Viridian and the NITB. His responsibilities have included the development of strategy and the implementation of balanced scorecards and performance management systems.
Michael Quigley	Michael specialises in offering a systematic approach to identifying and minimising waste (non-value added activities) through continuous improvement.
George Wilson	George is an experienced business assessor having worked with a wide range of organisations both locally and across Europe. He is responsible for helping many local companies develop, improve and achieve European recognition for their efforts.
Alan Higgins	Alan is a certified Six Sigma Master Black belt and has held Senior Business Improvement roles in BT, Field Boxmore, Bombardier Transportation and Bombardier Shorts.
David Hewitt	David has over 25 years experience including Senior Management and Consultancy in Manufacturing and Engineering Technology.
Derek Johnston	Derek has 12 years of experience in Collaborative Working, Business Improvement, and Project Management.
Michael Smith	Michael is an Industrial Engineer with over 20 years experience working in various business improvement related roles.

Description of approach taken

The Centre for Competitiveness will work with the company management to determine the issues, priorities, preferred approach and timescales for implementation. This entails four steps:

- 1 Defining and understanding the issue(s);
- 2 Agreeing the approach;
- 3 Delivering and reviewing;
- 4 Embedding and going forward.

Contact Us

Centre for Competitiveness
The Innovation Centre
NI Science Park
Queens Road
Belfast BT3 9DT

Tel: 028 9073 7950

Fax: 028 9073 7951

Email: compete@cforc.org

Web: www.cforc.org

Examples of client engagements (within last 2 years)

Service Type	Company	Sector	Project Summary
'Productivity' and 'Process Management'	BMC Engineering	Engineering	Improved productivity through new layout, flow, inventory management and skills development.
	Almac	Pharmaceuticals	Introduction of the Balanced Score Card as a tool to help management prioritise, communicate, review and link operational actions to key strategic objectives.
	Proclean	Services	Alignment of processes to business plan delivery.
	Linden Foods	Food	Introduction of Lean Manufacturing and the training of all staff in its application and relevance to their role to reduce wastes and inefficiencies.
	Oak Grove Cabins	Manufacturing	Housekeeping, order handling and production organisation / layout improvements.
	Tobermore Concrete	Construction	To help determine and develop performance against international standards.
'Quality Systems' and 'Continuous Improvement'	Clarehill Plastics	Plastics	Adapting the existing quality systems & processes to meet stringent automotive standards.
	Copeland	Engineering	Put processes, systems and Teams in place to drive cost savings and quality improvements.
	CDE Ireland	Quarrying / Matls. Handling	Design and implement processes and systems to increase quality and reduce cost.
	ICS Computing	IT	Adoption of a management approach to drive continuous improvement across several sites in a consistent and effective manner.

Tangible benefits delivered

Company	Examples of Tangible Benefits
BMC Engineering	35% improvement of output within three months from start of the Lean programme. All employees given varying degrees of 'lean' skills.
CDE	Savings of over £100k per annum through improved processes and boosting annual sales by £100k through better customer care and a commitment to improved quality.
ICS Computing	Increased order value from £1m to £7m. Development of the Senior Management team.
Copeland	Over £200k savings realised.
Oak Grove Cabins	Manufacturing output has been increased by over 67%
Proclean	38% increase in turnover achieved in the first 6 months.
Ryobi	Savings generated of over £50k.
Schlumberger	Six sigma training and support has contributed to saving \$2.2m in 2006 and \$4m in 2007.
Toughglass	Supported Business Improvement Agent to reduce scratched pieces by 42% realising a cost saving of over 60%.
KNA Blinds	Financial benefits in excess of £60k per annum (on programme costs of circa £3k).
Tobermore Concrete Products	Increase in profits and financial results, along with improved product quality and an ongoing increase in customer service satisfaction.

What our customers say

"We have realised that this way of problem solving is now embedded within our culture. We no longer say 'I think' when discussing things in the company, we now look to the data and see what it says"

Seamus McToal – Quality Systems Manager, Copeland Ltd

"After your help in restructuring our processes and ways of working the BMW Procurement Audit Team site visit report stated 'For a company that has never been involved in, or subjected to automotive audits you should feel proud and very good... Well done!'"

Brian McCann – Managing Director, Clarehill Plastics

Contact Us

Centre for Competitiveness
The Innovation Centre
NI Science Park
Queens Road
Belfast BT3 9DT

Tel: 028 9073 7950

Fax: 028 9073 7951

Email: compete@cforc.org

Web: www.cforc.org