



Capabilities and Services



Break Free Thinking

About FMEA

We are a network of diverse, practical and experienced senior business consultants who have worked in small and world renowned Consultancy Organisations.

We believe in working co-operatively with our clients to help them achieve their objectives. This builds trust and understanding and leads to extended mutually beneficial relationships.

The difference between success and failure is largely down to the way you think. FMEA's prime objective is to help you break free from your current ways of thinking to see the possibilities.

We use a combination of strategic thinking, best practice modelling and creative problem solving techniques to take you beyond the obvious solution to better, more robust answers.

Our approach is:

- ✓ Facilitative rather than prescriptive
- ✓ Supportive rather than critical
- ✓ Focused rather than general
- ✓ Thinking rather than technique led

Our areas of expertise cover:

Strategy formation and Implementation

Helping your top-level managers to - implement their strategic vision.

Operational Improvement

Using specialist skills in specific functional areas to enhance your own capabilities

Managing IT Projects and Change Programmes

Planning and delivering structured project management of IT and organised change.

Culture Change and People Skills

Planning for and managing the people issues associated with change - bringing people with you.

Business Process Re-Engineering

Using Re-Engineering to streamline activities, mentor employees to a more multi skilled role or improve the information flow for better decision-making processes.

Contracts, Procurement and Outsourcing

Sharing responsibility for customer services with the external supplier and or in-house service units.



Who are FMEA?

The network is: -

Allan Crapper MBA

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Jim Yates MBA

Where appropriate, we involve carefully selected associates, most of whom run their own specialist consulting businesses.

Why FMEA?

FMEA are committed to help our clients build sustainable competitive advantage to ensure they survive and prosper.

We provide services tailored to suit individual customer's specific needs. We don't believe in pre-prepared solutions, quick fixes or standard recipes – we design all of our approaches for particular needs. We have in-depth practical knowledge of change processes – we will help you get the outcomes you need.

We base our ideas on current best practice, but that doesn't stop us looking at radical approaches to achieve the advances our customers need.

You have our assurance that we will recommend the most appropriate solution for your situation and will help you see it through to completion.

FMEA are at the forefront of a number of significant developments occurring in organisational and management practice and support systems.

We believe that the best way to help you is by building credibility and trust and then supporting you in partnership, until your objectives have been achieved. FMEA will work in unison with you, complementing your own skills, strengths and capabilities to ensure robust outcomes from agreed programmes.

Detailed Consulting Capability

Human Resources and Operational Management

Operations Management:

- Introduction of World Class and Lean Manufacturing Programmes for SME's
- Introduction of TQM and Continuous Improvement programmes
- Development of Production Standards and Labour Cost Control

Process Improvement:

- Organisation Structure Analysis and Business Process Re Engineering (FMEA Change 4 programme)
- Process Mapping and Activity Based Costing

Human Resources Organisational Development Programmes:

- Design and Introduction of Change Programmes
- Introduction of Culture and Climate Change through Self Managing Process Teams
- Introduction of Investors in People Accreditation process
- HR Strategy Development and Planning
- Team Building and Facilitation
- Development and Implementation of Communication Strategies
- Design and Development of Briefing Systems
- Design and Implementation of Job Evaluation Systems
- Development of Formal Reward Systems including Incentives and Merit Systems
- Attitude Surveys
- Design and introduction of Performance Management Systems
- Recruitment and Selection
- Personal Profiling Analysis for Self Development and Team Working
- Redundancy Counselling
- Career Counselling
- Coaching and Counselling for increased performance
- Mentoring
- Development of HR Policies and Procedures and Conditions of Employment
- Employee Relations Assignments
- Health and Safety
- Development and Introduction of Induction Programmes
- Best Practice Diagnosis and Benchmarking and HR Administration Systems

Project Management

- Systems and techniques

Training and Development Modules:

All the training sessions are in compliance with the Investors in People accreditation requirements and MCI Management standards.

The programmes are designed to improve the personal, interpersonal, management and technical competencies of senior, line and supervisory management and technical/administrative staff.

Modules (can be combined to meet individual needs)

- Strategic Business Planning
- Project planning
- Strategic Marketing Awareness
- Advertising and promotion
- Customer Care
- Personal Selling
- Advanced Selling
- Diversity and Employment Legislation
- Investors in People Programmes
- Management of change and organisational development
- Empowerment
- Management Development
- Effective Communication
- Essentials of Effective Management leadership, motivation, delegation and control Time Management
- Personal, interpersonal skills and psychometric profiling
- Managing High Performance teams
- Problem Solving and Effective decision-making
- Effective meetings
- Team Briefing
- Performance Management – Appraisal training
- Coaching/Mentoring
- Counselling
- Train the Trainer
- Instructor training for operators
- Presentation Skills
- Interviewing – recruitment, disciplinary, grievance and exit
- Negotiation skills
- Outplacement
- World Class Manufacture
- Total Quality Management
- Business Process Re-engineering
- Process Mapping
- Activity Based Costing
- World Class Manufacture assimilation game
- Continuous Improvement – Managers Supervisors and Team Leaders
- Statistical Process Control
- Finance for non- financial managers
- Health and Safety



Allan Crapper – Senior Consultant

Profile:

Allan has over 40 years experience in Human Resource Development and Operational Management at a strategic and operational level in the public and private sector notably in Manufacturing, Engineering, Gas Distribution, Health Care, Construction, Plastics, Automotive NHS, County Councils, Police Force

In recent years, Allan has worked for one of the big five consultancies and has also worked in several other small consultancies improving the business performance of SME's

He has held senior management roles in management consulting specialising in business recovery strategic planning organisational development and learning programmes,

Allan has also held Operational and HRD posts in major organisations at Director and Senior management level in SME's and multi-national organisations

Qualifications:

- Master of Business Administration
- Diploma in Management Studies
- Management Services
- Degree in Engineering

Core Functional Skills:

Business Strategy and Development	Organisational HRD/HRM Development	Training and Development
Operational Management	Management Systems and Services	Coaching and Mentoring

Going for growth? Change4

Bridge the gap between where you are and where you want to be..

Change4 is a powerful integrated business development programme designed to help your business reach its full potential.

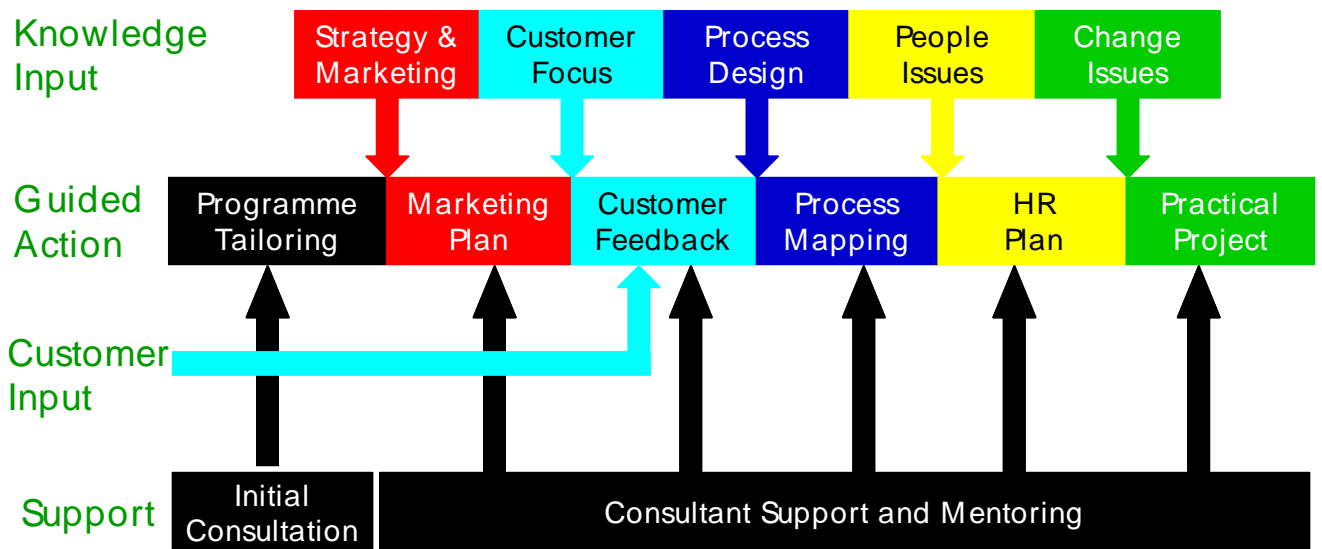
It has been designed so that it can be tailored to the specific needs of your business - a bespoke solution to the particular challenges that face your business. The approach is built round the proven *“Voice of the customer”* technique to ensure that all changes are built on genuine customer needs.

Change4 combines:

1. Structured customer feedback
2. Tailored learning experiences
3. Support and mentoring
4. Guided action

To deliver

1. Increased sales
2. Reduced costs
3. Enhanced skills
4. Highly motivated teams



Discover the benefits that Change4 will bring to your bottom line by building the capabilities you need to rise to tomorrow’s challenges.

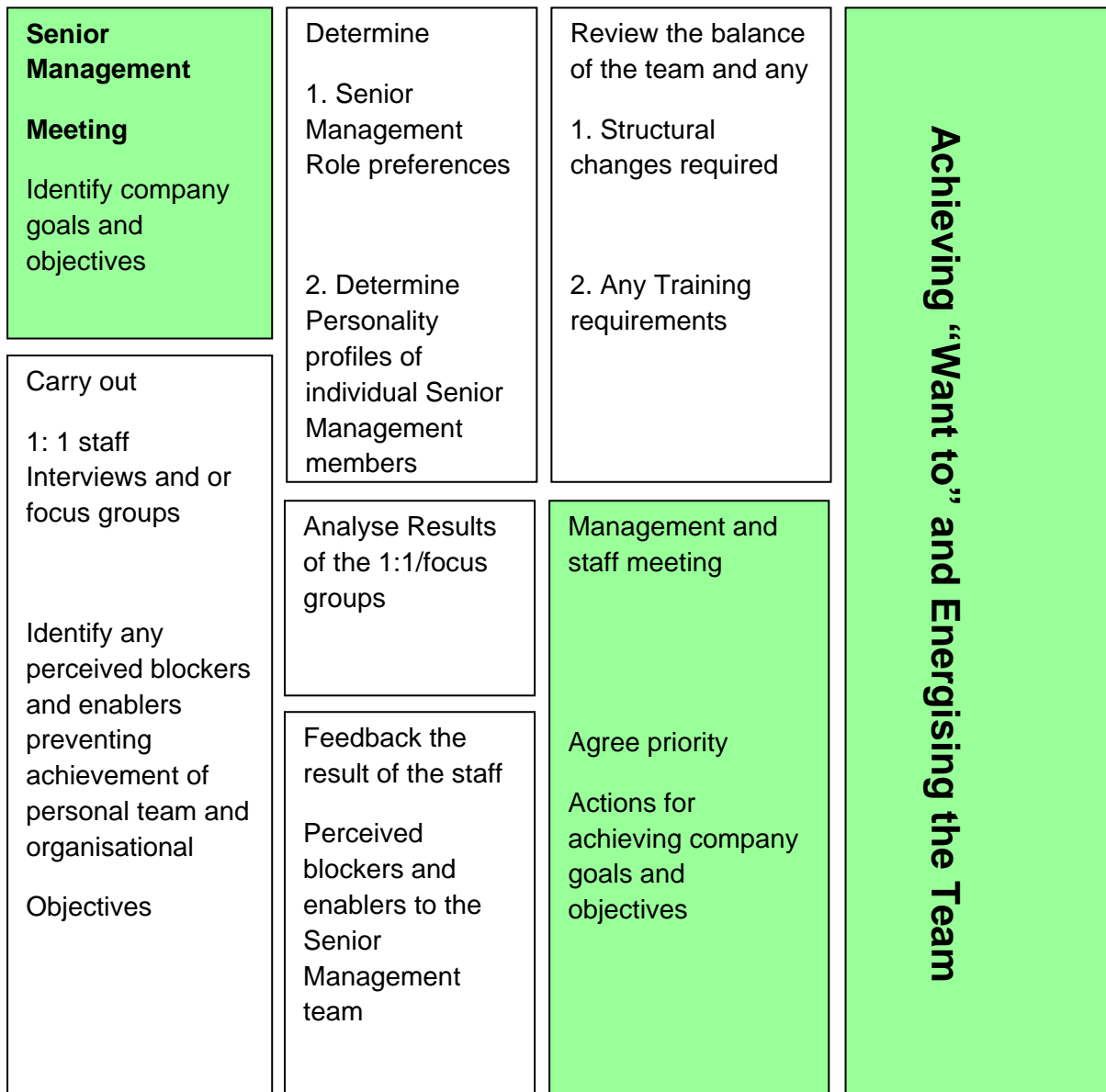
Change4 is a guaranteed approach integrating proven techniques, knowledge and skills into a practical, easy to understand framework that delivers real results.

Model for Change

Creating Real Change and Capability Through Bottom Up Involvement and Commitment.

Stage 1:

Identify Actions to Align Management and Staff to Common Objectives



Stage 2:

Planning

<p>1. Balance the Senior Management Team</p> <p>2. Update and or develop a business plan</p>	<p>1. Determine individual Accountabilities for addressing the Causal factors affecting the organisational effectiveness</p> <p>2. Develop Management Action Plans</p> <p>3 Update Personal Development plans</p>	<p>1. Determine Training Needs</p> <p>2. Develop internal training plans</p>	<p>“How to” Energise your Team</p>
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Stage 3

Implementation

<p>1. Update or Implement a formal Communications Strategy</p> <p>2. Feedback the business plans</p>	<p>1. Train management and staff in Process/ Continuous Improvement</p> <p>2. Effective management Techniques</p> <p>3 Self improvement techniques</p>	<p>Set up continuous improvement teams to eliminate causal affects preventing organisational Effectiveness</p>	<p>“How to” Energise your Team</p>
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Stage 4

Results “Closing the Loop”

Identification of:

- Sales Growth and Profitability
 - Balanced score card measures
- Motivation of the work force through the “Want to” process
 - Repeat the process measure the increased motivation and commitment using the first interviews as the benchmark



Contact FMEA

If you are ready to transform your business give FMEA a call today.
Contact Allan Crapper today for a free, no obligation initial consultation.

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