

Our Capabilities - Key Features

TrinityHorne.

www.trinityhorne.com

PERFORMANCE MANAGEMENT

True performance management is about ensuring sustainability. Our multi-faceted approach involves a focus on what we believe to be the key levers to delivering sustainable performance improvement - management systems, processes, structures and people. Our combined focus on these four areas typically delivers productivity improvements of between 15% and 30% *'The productivity of work is the responsibility of everyone, without it, in the end, everyone fails'* B.E Cahill

COST REDUCTION

After an initial assessment (Operational Review) we quantify the potential for improvement and prepare detailed implementation plans which typically start to positively contribute within three months. With a bias for operations management, we don't just put together executable implementation plans, we look to work side-by-side with our clients to deliver bottom line improvement. *'It's hard to lead a cavalry charge if you think you look funny on a horse'* Adlai Stevenson

BUSINESS PROCESS ENGINEERING

We utilise best of breed tools and methodologies to improve and optimise business process. While our toolkit includes Six Sigma, Lean and Simulation expertise we look to adapt our approach based on knowledge, experience and the particular situation at hand. Our philosophy is simple - to optimise processes to achieve substantial, quantifiable improvement in terms of cost, quality, service and speed. *'All things are difficult before they are easy'* Thomas Fuller

OPERATIONAL RESEARCH

The application of sophisticated quantitative techniques to help organisations make better informed, evidence based decisions. We use statistical analysis, simulation and modelling technologies to ensure our customers make the best fact based decisions and deliver optimum value from their business models and processes. *'The general who wins the battle makes many calculations in his temple before the battle is fought. The general who loses makes but few calculations beforehand'* Sun Tzu

HUMAN CAPITAL DEVELOPMENT

Our suite of proprietary training and development programmes is unique in establishing a direct link between individual development and achievement of measurable business goals. In today's business climate, we recognise that development must by necessity contribute to an organisation's bottom line. With an emphasis on management development, our aim is to equip managers with the skills, tools, knowledge and experience to directly improve business performance. *'I don't see what's wrong with giving Bobby a little experience before he starts to practise law'* JFK (after appointing his brother US Attorney General)

STRATEGY IMPLEMENTATION

Successful strategy is all about execution. How many times have CEOs failed, not because of poor strategy, but due to poor execution of that strategy? Unfortunately, it's all too commonplace. Our skill is to help clients run with their strategy and develop detailed tactics and risk assessed implementation plans. We then work side-by-side with line managers to ensure those implementation plans are effectively executed. *'No army can withstand the strength of an idea whose time has come'* Victor Hugo

CHANGE MANAGEMENT

There are many different reasons and initiatives that trigger change within an organisation. Typical change programmes centre around structure, cost, process or culture. The methods and approaches used to manage change are critical to the achievement of successful outcomes. Based on 14 years of delivering both major and minor transformations, we have developed our own proprietary seven step approach to helping clients manage successful change. Trinity Horne's change management approach underpins all our client interventions. *'Change is certain, progress is not.'* E.H.Carr

WHAT IMPACT WOULD A 30% PRODUCTIVITY IMPROVEMENT HAVE ON YOUR MARGIN?

Follow the example of major multinationals and government clients. Use Trinity Horne to improve productivity - deliver sustained performance improvement and grow the bottom line - very significantly in many cases. Our proposition is simple after an initial assessment, we will put a proposal to you to improve your operations productivity by up to 30%. We will do this while committing to delivering you a return of at least 2:1 within twelve months. We will directly link our fees to achieving the programme goals. After achieving sustainable bottom line savings of £millions for some clients, our approach gives us the confidence to do this.

ABOUT US

We are focused on helping our clients to achieve sustained productivity improvements of between 15% and 30% in operational environments. These environments include field, contact centre and back offices. We do this by maximising the effectiveness of their business processes and employees, typically through a combined focus on management systems, process design and behavioural change. We differentiate in the marketplace based on our approach, our products and methodologies, our value based proposition and our ability to implement sustainable change.