

Client Case Study

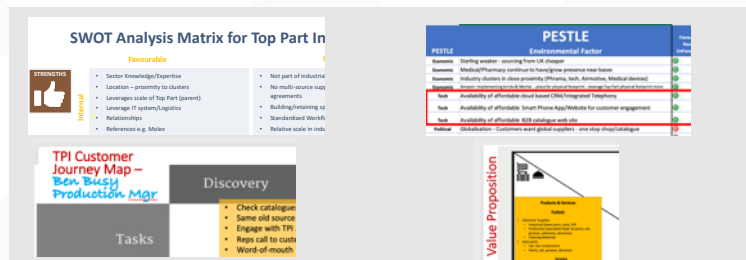
MRO firm business strategy

Your Independent Trusted Business Technology Adviser



CHALLENGE

- The Industrial leg of the business was underdeveloped as its larger parent firm, focused on the automotive aftermarket sector
- Top Part Industrial MD was looking for new focus for the business and needed support to explore alternative strategies
- The MD wanted to be work less “in” the business and more “on” the business and needed more structure management processes to be put in place to facilitate this
- Large clients were looking for the Quality Management System to be certified by an independent agency



SOLUTION

- An environmental (PESTLE) analysis was developed and prioritised by impact/opportunity
- Customer personas, Journey maps and “I Wonder” digital disruption workshops held with staff
- Business Model and Value Proposition canvas developed to determine new focus.
- New business management system developed and implemented in line with ISO 9001 requirements
- This was facilitated using the firm’s existing under utilised Gsuite. Intranet put in place to support key KPI tracking, record keeping and SOP distribution.



RESULTS

- The company achieved ISO9001 certification in August 2019.
- Significantly improved structured management processes and systems put in place
 - Annual and quarterly business planning and review processes
 - Risk based prioritisation
 - Sales management and inventory management significantly improved through KPI's and regular reviews
- Ultimately as a result of business review the MD decided to spin off the business into its own entity - It has achieved substantial sales increase since this decision to specialise

“Noel took a very practical, hands-on and objective approach to helping TPI map a way forward for the business. His broad business experience and innovative methodology ensured we got to the optimal solution quickly and cost-effectively”
Martin Davern, Managing Director Top Industrial