



Management Consulting



Silica : *A compound that builds strong foundations from which to grow and expand upon and that provides strength and support to a living and growing structure.*

Business Process Improvement | Business Change Management | Service Management | Strategic Planning

www.silica-associates.co.uk

Solutions for success

'To achieve success people need to make the shift from 'passenger' to driver, so that their actions and learning become their own.'



Our Approach

We specialise in assisting individuals and companies to explore and exploit their own abilities to improve business processes and manage change using tried and tested techniques to enhance their own or their company's performance.

There is no rocket science involved. It's just simply about taking the time out to assess and take advantage of the opportunities that are around us.

The motto for our business is 'Helping people to help themselves'.

To ensure that we truly 'Help people to help themselves', our aim is to ensure our clients feel empowered to take the learning, skills and techniques to continuously improve their performance.

Our philosophy is therefore to provide a high quality service by being responsive, reliable and flexible to our clients' needs.

The Difference : Our approach to consultancy is to always engage representatives of all levels of the business (i.e. not just the Sponsors) in Workshop settings to promote a joint working and ownership mindset.

But most importantly, part of our methodology is that we train & coach you and leave you with skills, tools & techniques to allow you to internally manage process and change initiatives in the future.

Common Challenges



People : We are constantly involved in change, whether it be changing the organisational structure or implementing new systems or rules & regulations. But how do we ensure our people understand, buy-in and embody new ways of working ?

Processes : Are we still performing tasks that are redundant or add no value to the customer ? Are our IT processes streamlined and coordinated ? Do we understand what we get for our money ?

Technology : Are we using the right technology for the right job? Are we exploiting new technology enough ?

Strategy : But most importantly, does everyone understand what the company's objectives are ? Do we measure success ? Are we rewarded appropriately ?

Service Offering

People

Business Change Management - i.e. advise on how to cope with organisational & systems changes

Mentoring - i.e. provide small & medium sized enterprises an independent & unbiased sounding board

Processes

Business Process Improvement - i.e. advise on how to become more effective & efficient in any business process

Service Management - i.e. advise on how to set up the IT service support and service delivery disciplines to effectively manage incidents, problem trend analysis, change, availability, capacity and service continuity

Technology

eReadiness Audits - i.e. advise small & medium sized enterprises on how a business can explore & exploit e-technology

Strategy

Strategic Planning - i.e. advise on how to create a business strategy, balanced scorecard measures & SMART objectives to ensure people are appropriately motivated to deliver the strategy

Silica Associates offers either a holistic approach to the above dilemmas or point solutions.

