

Supporting you
Supporting your Business

Visit us at www.novelsolutions.org





Our commitment to your business goes beyond just a matter of service

Our extensive methods, techniques and technologies have never been more relevant in the support of your business requirements. From compliance, financial recovery for growth, and risk mitigation across all business sectors we are there for you.

Our service commitment is to provide dependable and effective solutions, fully managed through capable resources.

Our methods provide additional benefits;

- Management scope to integrate with your existing team
- Warranty risk mitigation and financial recovery
- Operational auditing for compliance or investment
- KPI's designed for measuring 'Value-Added Service'

We hope that you will find this information useful and we are just a click away at; www.novelsolutions.org



Professional resources

Our select team of professionals, brings to you a diverse range of specific management skills. Through our network of consultants, you can be sure that we have your best interest at heart, delivering your business needs.



Education

Business methods and key strategies to predict and prevent critical events is at the core of our ethos. We believe that sharing of knowledge, or our on-job training empowers our customers to choose what is right for themselves.



Value added services

Our techniques go beyond just delivering 'off-shelf' standard practices. Our efforts translate the requirements to provide a bespoke toolkit specifically generated for your unique and exacting business needs.



Your expectations

At the core of our ethos is to provide the best service for you. Aimed to provide fast and effective results, from improvements, to generating revenue from waste or warranty, our results are clear and compelling.



Sustainable solutions

We stand apart from others through our belief that our potential, and achieved revenue benefits earned from our actions, outweigh the cost of service. Our methods are highly effective and we deliver KPI's to prove our value.



Professional resources Your business consultants at your fingertips



Total business management solutions

At the heart of our service is delivering client success. We listen, review and provide a prognosis towards the best business solution, service and value for your individual need.

- **Leadership:** Quick to mobilise teams to motivate and create a team culture to achieve your goals.
- **Agility:** Core integration into your business to holistically review operational scope, allowing us to plan and optimise.

Services

Our network of experienced specialists offer a broad spectrum of services in multiple sectors of business;

- Executive management:** Short or long term support
- Technical:** R&D, or product engineering to lead projects
- Operations:** Optimise the business entity, improving efficiency
- Financial:** Audit operational capability, reduce financial leakage
- Logistics:** Optimised processes for material flow and timing
- Procurement:** Manage nominations, suppliers and capability
- Warranty:** Recover cost of failure, improve product quality



Education

Skills and capability transfer as a part of our engagement



Leadership by example

Our ethos is to deliver the right business support at all levels, to ensure sustainability of results to your operations, from enduring and improving team capability.

- Our function would not be complete without providing knowledge transfer and know-how, to coach your teams.



Specialised training

Through progressive learning and knowledge transfer we achieve the desired effect of being able to manage all projects with capability.

-On job training: We encourage your teams to learn by example, to participate in the 'action sessions' led by our consultants.

-Focused learning: For the more specific tools we offer group learning sessions to use bespoke tools we develop for your business.

-Training courses: We also provide programmes for a wider structured learning experience, essential for many areas of your business.



Value added services

Bespoke methods as unique as your business



Enhanced methodologies

Our unique techniques and methods, go beyond conventional thinking and standard tools.

Together with subject matter experts we create a toolbox of services and solutions specific to technology, industry sector, and developed to your requirements.

- **Unique toolset:** Working with your defined vision from the bottom up, we analyse and design effective solutions specific to your needs, each scenario tested, and evidenced before implementation.

Bespoke needs

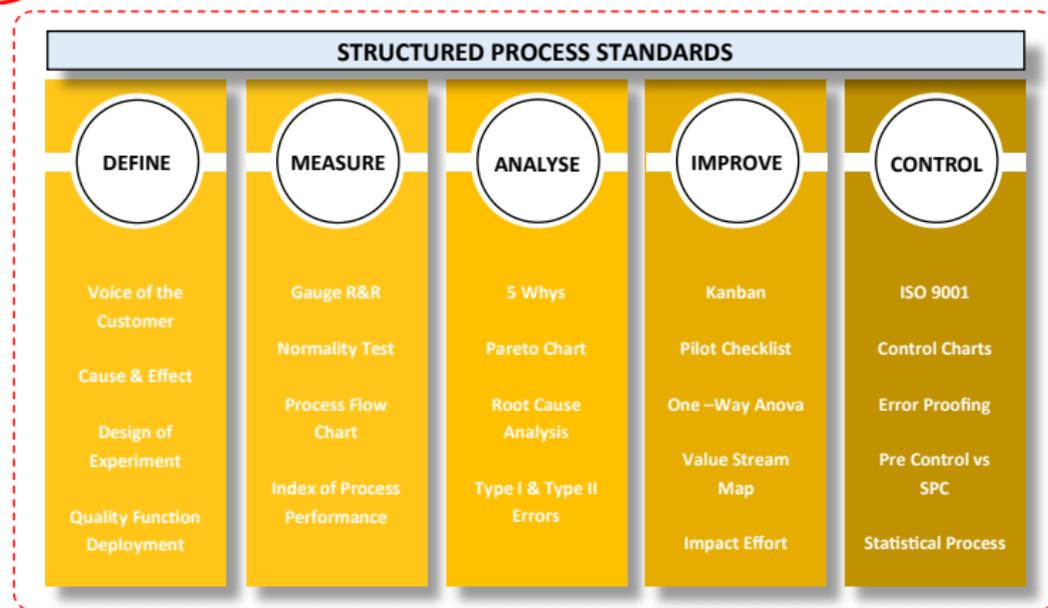
Our experience defines our approach and rationale.

Delivery of basic industry standards often does not meet the requirements of the business, and can even be counter-productive.

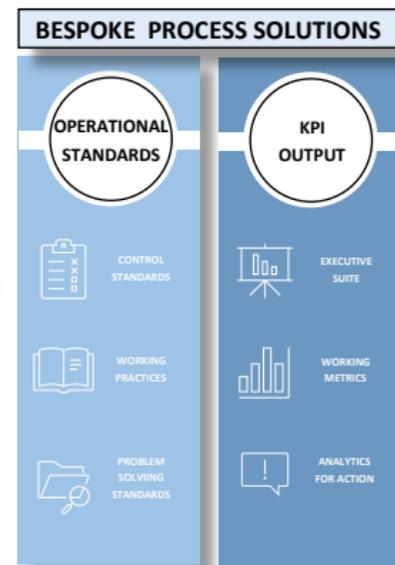
- **Understand** the brief and your vision to drive every action.
- **Complete** the ground work as a foundation for change.
- **Engage** with your business and work place colleagues.
- **Select** and generate the working standards, and processes.
- **Deliver** effective working documents, standards, tools and KPI's.



Value added services Delivery scope and methods



Translate complex standards into effective working and repeatable processes.



Relevant activities

Reduction of complexity, removing repetition is essential across all technology and sectors of business. Clear methods, templates and practices provide productivity and process efficiency.

Results

- Optimised process, actions with clear direction and vision
- Improved output, and quality of actions
- Recovery of **revenue** from waste or ineffective performance



Your expectations

Our motivation and service commitments



Business transformation

Our clients often know exactly what they want, or what support they require. Whatever the case, through engagement we provide enduring results, delivering your vision profitably.

- **Short term:** Providing key services from leading specific projects, functional reviews, to interim management.
- **Long term:** Working alongside your core team, to improve performance, driving organisational and revenue transformation.



Service sectors we support

Our techniques are relevant across many business sectors. Offering professional support in, operational performance, compliance, design, manufacturing, logistics, procurement and warranty.

- Engineering:** Automotive, Avionics, Marine, Commercial goods
- Electronics:** PCB, Consumer goods, Semiconductor, Specialist FAB
- Food:** Consumer, Frozen, Perishables, Farming
- Healthcare:** NHS, Hospitals, Technology, Pharmaceuticals
- Finance:** Operational, manufacturing audit for investments





Your expectations Return on investment



Results Based Benefits

Our vision is to support your future, generating revenue in the most effective way to create profit and revenue opportunities.

Like any other investment model, viability of services are measured by return of investment and generated revenue through actions.

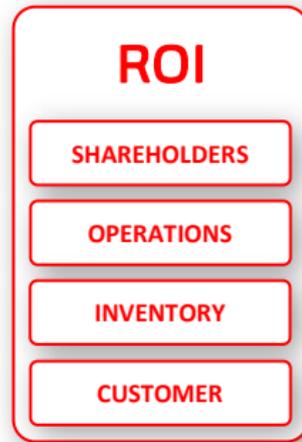
Time and time again we have shown significant results.



***Savings:** Based on illustration of results from actual work conducted.

Typical results of volume production savings, through engagement of our services, implementation of our actions.

Note: Figures, results and savings are always on a case by case basis.



Key Benefits

- Value-added services continually measured
- Agile and adaptable service structure, with minimal overheads
- Fully evidenced KPI mapping of;
 - Actual revenue by actions
 - Long term wins, and prevented revenue loss by actions
 - Potential revenue streams available



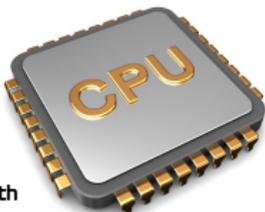
Our capability Case study (Example)

CPU failure

Warranty failure typically after 200 hrs in service.

Effect of the failure;

- Client concern
- Consequential costs
- Recovery of loss
- Cost of replacement part



Est. costs = €0.8m per month

Key considerations and NOVEL's Unique Selling Point

- Subject matter expert, to steer robust technical recovery
- Leadership of the problem drive results lead suppliers minimise losses
- Determine through facts, robust actions to prevent re-occurrence
- Cost of the campaign and recovery of the losses from liability of suppliers etc

Containment

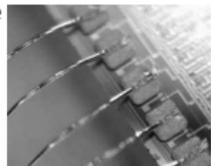
Actions to minimise the occurrences and minimise losses.

- Subject matter expert
- Leadership of the problem
- Logical thinking
- Consensus of actions
- Actions with all parties involved.

Causes

Actions to determine failure mode.

- Subject matter expert
- Leadership of the problem
- Determine failure by 'Expert' means
- The root cause
- Problem size
- Data



Corrective actions

Actions to prevent further failures.

- Subject matter expert
- Leadership of the problem
- Determine all actions to resolve
 - Design
 - Manufacturing
 - Process
- Robust actions to resolve problem

Management activity

Actions to support public campaign.

- Management team
- Leadership of the problem
- Customer impact
- Cost of campaign
- Recovery of brand

ROI

MINIMISED LOSSES: quick, robust actions and activities

SUPPLIER RECOVERY: leading campaign for liability/responsibility

BRAND RECOVERY: Responsible parties led to recover the customer

COSTS

WITHOUT ACTIONS: £12m per year! with repeat failures even after repair, costs escalate yearly with no clear liability or route forward

WITH ROBUST ACTIONS: Root cause and liability is discovered, production is immediately made robust. Customer failures are fixed in campaign with costs from liable party



Sustainable Solutions

Value-added success measured through enduring KPI's



Sustainable value driven by analysis

We stand apart from others by the way in which we apply our consulting team. Our focus is to provide **total value of service**.

- Our service delivery is measured to clearly demonstrate value for money against the cost of the service we provide.

Success management

Our key driver is delivering our commitments and client satisfaction for the services and results we provide.

- Visible improvements:** actions that engage and drive performance
- Measurable improvements:** KPI's clearly demonstrate the benefits

Case studies are available during consultation



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