



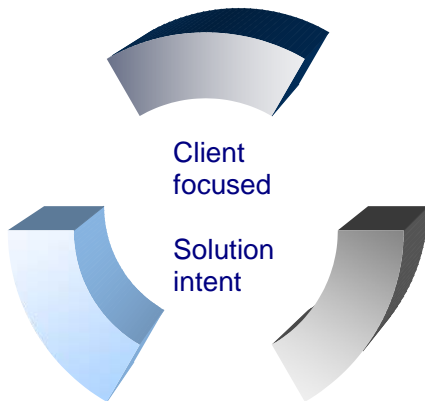
Enabling our Clients to Reap the Fruit of their Labour

We are a management consultancy, intent on offering a cost effective service that is tailored to help you address the key issues facing your organisation.

Our aim is to provide a customer focused service that meets your needs. Our knowledge and experience of working in the public, private and voluntary sectors together with our understanding of business re-engineering processes, enables us to respond quickly and effectively to most situations.

We can help you:

- Identify the big issues affecting your organisation
- Harness the talent you have, and
- Work more effectively to achieve your goals.



Arbouin Edwards
Consulting

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Who we are

A consultancy with up to date experience in regulation, service improvement, governance, change management and performance management. We possess a broad range of expertise and skills in every sector and are able to offer a wide range of services including improvement planning, culture change, strategic policy development, governance, performance and project management, group facilitation and diversity & equality training.

Our team consists of change management consultants, business and life coaches, and experienced focus group or meeting facilitators.

Client focused, solution intent:

We provide a customer focused service that meets your needs. We are ideally placed to respond creatively to the issues which are most important to you. Our breadth of knowledge and understanding of business and business reengineering, enables us to operate quickly and effectively.

Our focus:

We are able to support our clients to prepare for service inspections or Comprehensive Performance Assessments (CPA). We are able to stack up and present the evidence that will demonstrate to auditors and inspectors, the true value of service(s) being delivered locally. Where there is a need to implement post inspection change and a capacity or resource gap has been identified, we are able to cost effectively introduce change by working closely alongside your managers and staff. This arrangement will allow knowledge transfer that will increase your organisation's capacity to achieve sustained improvements.

What we do

We specialise in reviewing service delivery, management arrangements and facilitating change. Working with our clients, we will review your services by looking at the covering processes, consulting your clients, staff and partners to evaluate how your organisation functions and what part of the relationship works. Identifying what works well and areas for improvement, we will recommend and work with you to deliver sustained improvements. Working with you to implement change, your organisation will benefit from our knowledge and shared learning.

How we do it

With your full involvement, we will help you undertake rigorous self assessments of your organisation and how it operates to form a context for the assignment. We speak to the staff involved in service delivery, management, partners, suppliers and their clients. With the end in mind we explore all options to find solutions that bring benefits to your organisation.