



*Developing Successful Businesses*



INTERIM MANAGEMENT AND BUSINESS SUPPORT SERVICES

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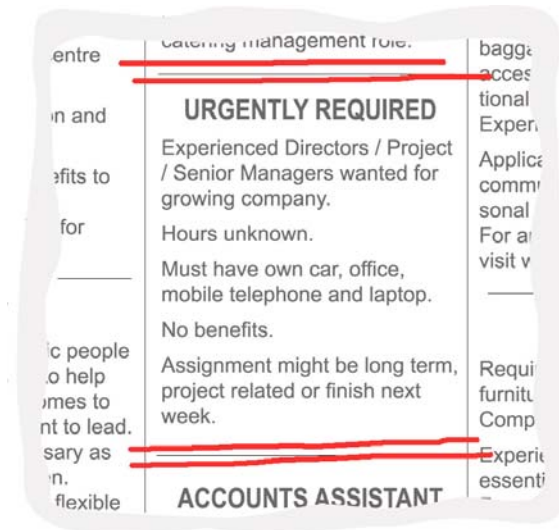
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## Interim Management: What is it and how does it work?

Imagine this advert in the newspaper recruitment section...



...there may not be many takers!

However, that's **exactly** what GHRL provides our Clients, adding real value through our **Interim Management Service**.

- Project management – delivering client objectives
- Managing and implementing change
- Creating structure – managing growth
- 'Plugging a gap' created by either rapid expansion, long term absence or a sudden departure
- 'Hot spot' management and business turnarounds
- The preparation of businesses 'pre' sale
- The integration of businesses 'post' merger or acquisition
- Planning for succession

The Interim Manager will work to an agreed assignment workscope with targeted deliverables. It is the Interim's job to **make it happen**.

The Interim Manager brings instant experience and maturity to the business or project.

The Interim Manager reports **directly to the client** unlike a consultant who reports to the consultancy management.

The Interim Manager is a **fixed and identifiable overhead**, for a **specified duration**.

## Skills Matrix and Resources 'Tool Kit'

	Brian Sherret	Bob Richmond	Dave Inglis	Doug Berry	Donnie McLeod	Abi Grist	Susan Oliver
Business Process Evaluation and Business Improvement							
Process Mapping							
Definition and (Re)Structuring of Management Systems							
Change and Transformation Management							
Facilitation							
Sales, Customer Focus / Feedback / Service							
Director's Services (Finance / Sales / Operations / Technical)							
Finance Accounting and Business Administration							
Values, Culture, Positioning and Marketing							
Project Management							
Facilities Management							
Brand Asset and Intellectual Rights Management							
Human Resources & Staff Development and Training							
Supply Chain Management							
IT Systems: Design, Development, Build & Project Management							
Quality, Health & Safety and Environmental Management							

	Ian Wilson	Stan Reynolds	Mario Panetta	Michael Wheatley	Derek Thomson	David Noble	Sandy Ross
Business Process Evaluation and Business Improvement	█	█	█	█	█	█	█
Process Mapping	█		█		█		█
Definition and (Re)Structuring of Management Systems	█	█	█				
Change and Transformation Management	█	█	█	█	█	█	█
Facilitation			█		█	█	█
Sales, Customer Focus /Feedback / Service	█	█		█	█	█	█
Director's Services (Finance / Sales / Operations / Technical)		█		█	█		█
Finance Accounting and Business Administration					█		█
Values, Culture, Positioning and Marketing		█			█	█	█
Project Management	█		█		█	█	█
Facilities Management							
Brand Asset and Intellectual Rights Management	█				█	█	█
Human Resources & Staff Development and Training			█				
Supply Chain Management	█						
IT Systems: Design, Development, Build & Project Management							
Quality, Health & Safety and Environmental Management							

	Jim Cargill	Jim Walker	David Nicol	Doreen Gillanders	Alasdair Ferguson	Henry Lints	Jackie Wright
Business Process Evaluation and Business Improvement							
Process Mapping							
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	Calum Malcolm	Sara Mack	Howard Evans	Donald Smith	Fiona Sherret
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<b>Brand Asset and Intellectual Rights Management</b>					
<b>Human Resources &amp; Staff Development and Training</b>					
<b>Supply Chain Management</b>					
<b>IT Systems: Design, Development, Build &amp; Project Management</b>					
<b>Quality, Health &amp; Safety and Environmental Management</b>					

INTERIM MANAGEMENT REQUIREMENT IDENTIFIED	TRIGGERED BY THE IDENTIFICATION OF...
<b>Business Process Evaluation &amp; Business Improvement</b>	<ul style="list-style-type: none"> <li>• A desire to deliver greater profitability</li> <li>• A lack of definition or standardisation of 'key' operating processes</li> <li>• A lack of understanding by the Business Owners / Board of how their business actually works... or how it might work better and smarter...</li> <li>• A need to introduce efficiency and compliance over a range of issues, both financial and operational</li> <li>• A goal to create a management structure to prepare the business for sale</li> </ul>
<b>Process Mapping</b>	<ul style="list-style-type: none"> <li>• A requirement for the means to define and communicate how the business actually works to achieve greater efficiency and profitability</li> <li>• A requirement to change; however processes cannot be successfully 'changed' that are not in the first instance fully understood</li> <li>• A compliance issue; the desire or requirement to be compliant</li> </ul>
<b>Definition and (Re)Structuring of Management Systems</b>	<ul style="list-style-type: none"> <li>• A requirement to introduce or improve the definition and communication of the business 'core' values and operating structure</li> <li>• A requirement to deliver a meaningful management system to aid operations and to add value to the business in anticipation of a sale</li> </ul>
<b>Quality, Health &amp; Safety and Environmental Management</b>	<ul style="list-style-type: none"> <li>• A desire to achieve ISO Standards in Quality of Operation</li> <li>• A desire to create a meaningful Health &amp; Safety culture and reduce the risk of death and 'lost time' incidents in the workplace</li> <li>• A desire to be compliant and to minimise the threat posed by litigation</li> </ul>

INTERIM MANAGEMENT REQUIREMENT IDENTIFIED	TRIGGERED BY THE IDENTIFICATION OF...
<b>Change &amp; Transformation Management</b>	<ul style="list-style-type: none"> <li>• A desire to plan and implement change and transformation to greatly improve the operations of the business and assist the Board achieve their targets and vision</li> <li>• A desire to be 'supplier of choice / employer of choice' in the market</li> <li>• A need to effectively and efficiently integrate organisations 'post' merger or acquisition</li> </ul>
<b>Facilitation</b>	<ul style="list-style-type: none"> <li>• A need to open discussion between Teams within the business or even within the Board where 'gridlock' has occurred in respect of issues linked to the progressive expansion and direction of the business</li> </ul>
<b>Sales</b>	<ul style="list-style-type: none"> <li>• A desire to gain additional profitability</li> <li>• A gap or shortfall in the existing management structure</li> <li>• A desire to resource and support additional projects and product launches</li> </ul>
<b>Customer Focus / Feedback / Service</b>	<ul style="list-style-type: none"> <li>• A need to have better knowledge of customer perceptions and satisfaction</li> <li>• A need to improve and build upon existing effort and performance</li> </ul>
<b>Director's Services (Finance / Sales / Operations / Technical)</b>	<ul style="list-style-type: none"> <li>• A benefit from the introduction and participation of 3<sup>rd</sup> party Board 'observers' and / or 'non-executive' Directors to aid the growth and development of the business and widen the scope of the Board</li> <li>• A need to acquire specific skills at Board level even on a temporary basis</li> </ul>
<b>Finance Accounting &amp; Business Administration</b>	<ul style="list-style-type: none"> <li>• A need to cover for long term absence</li> <li>• A need to access immediate resources in times of rapid growth</li> <li>• A need to bring structure to an evolved business</li> <li>• A need to resource business diversification</li> <li>• A need to prepare the business for sale</li> </ul>

INTERIM MANAGEMENT REQUIREMENT IDENTIFIED	TRIGGERED BY THE IDENTIFICATION OF...
<b>Values, Culture, Positioning &amp; Marketing</b>	<ul style="list-style-type: none"> <li>• A need to debate, agree and communicate the values of the business</li> <li>• A need to define the position of the business in the market and in relation to the competitors (and pricing)</li> <li>• A need to be sure of the business vision and method of delivering success</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• A need to boost the incumbent management resources</li> <li>• A need to resource to cover long term absence</li> <li>• A need to deliver success to a new project or business diversification</li> <li>• A need to introduce specific skills and talents for a specific project</li> </ul>
<b>Brand Asset and Intellectual Rights Management</b>	<ul style="list-style-type: none"> <li>• A desire to define and improve on the ROI of the Company's Brand and Intellectual Property</li> <li>• A desire and recognition of the need to capture full value from the definition, creation and protection of Brand and IP Assets to maximise 'off balance sheet' value in the event of the sale of the business</li> </ul>
<b>Human Resources and Staff Development &amp; Training</b>	<ul style="list-style-type: none"> <li>• A need to boost (or initiate) the incumbent HR resources</li> <li>• A need to resource to cover long term absence in HR</li> <li>• A need to deliver success to a new project or business diversification</li> <li>• A need to introduce or review employment contracts, and establish training and / or personal development plans</li> </ul>

## INTERIM MANAGEMENT REQUIREMENT IDENTIFIED

## TRIGGERED BY THE IDENTIFICATION OF...

### Supply Chain Management

- A need to improve supplier relations and selection
- A need to introduce efficient and compliant contracts and contract management
- A need to manage efficiencies and improvements (from cradle to grave) in respect of selection, procurement, contract management and logistics to support the business operations and customer service provided

### IT Systems: Design, Development, Build & Project Management

- A need for highly skilled and specialist software and system development expertise and project management
- A need to bring an independent specialist view into play to plan and develop IT Systems through efficient workscope specification, planning, contract placement and award and implementation
- A need to bring an independent specialist view into play to manage and develop **existing** contracts through efficient workscope specification, planning, contract placement and implementation
- A need to introduce external management to assess contractor performance on complex IT projects (both planned and existing)
- A need to exercise control and containment on costs associated with 'bespoke' IT systems development