

our approach
delivery results

demonstrating
clear intent

with
integrity

and
capabilities

miller&young
Flexible Management Service



delivery results

We take responsibility to achieve clear outcomes.

Our assignments have distinct timeframes.

We depend on the reputation of tangible results.

clear intent

We have our clients interest at heart, and align our intentions and expectations with theirs.

We share motivation and interest in the outcomes of our assignments.

We choose win-win solutions

We make a visible difference, free of politics, hierarchical ambitions.

integrity

We make and keep commitments.

We have an open agenda, free of distraction.

We welcome difference and diversity in where we work.

We are committed to an honest and caring approach, personally and professionally

capabilities

The team at M&Y bring a collective perspective to bear,
in our individual assignments.

We have wide ranging skills and professional experience.

We carry out a continuous process of critical review and improvement.



■ What and why?

M&Y managers are focussed on getting the job done, and are not distracted by internal politics or constrained by hierarchical boundaries.

Timing is often critical, and m&y managers are used to being under pressure, to get the job done in the timeframe allotted. We are available at short notice.

Much of the added value of using flexible management is in the process of defining the task as an assignment; this combines clarification of how results will be measured, simple reporting and reviewing, and can be used to demonstrate the outcomes to all stakeholders.

This quantitative benchmarking of progress improves decision making, and also reduces pressure and relieves stress.

Flexible Management Service can be used to tackle diverse assignments, in complex environments. The M&Y managers are a team, that work together, frequently undertaking different stages of a client assignment together or in sequence. The client benefits from our collective experience and input. M&Y Flexible Management Service is not just a matter of placing an individual.

The M&Y focus is on getting results – on which we depend for our reputation and future assignments, not just making recommendations – our role is to execute the action plan, achieve the change, make the process work.



■ Interim management can be used

When there is as a project or programme, either arising from unresolved and unfinished matters, a problem or critical issues, or a defined scenario, where the solution is clear or not.

When change management is needed and a catalyst effect is called for, requiring input from outside with low inertia costs – ie to get going quickly.

When there is an identified need to add skills and professional calibre, into an environment either quickly or for a given period.

When there is a need backfill a position that has suddenly become vacant, or during a process of recruitment, wind down or restructuring, and a position needs someone to touch down, ready to go.

■ Miller&Young Expertise

We are an experienced team of senior flexible managers with proven expertise in managing in the following areas:

- * FM Services
- * Properties
- * Energy
- * Key Accounts
- * Mobilisation
- * Contract Compliance
- * Risk Mitigation
- * Projects
- * Health, Safety, Environmental & Quality
- * Business Improvement & Change



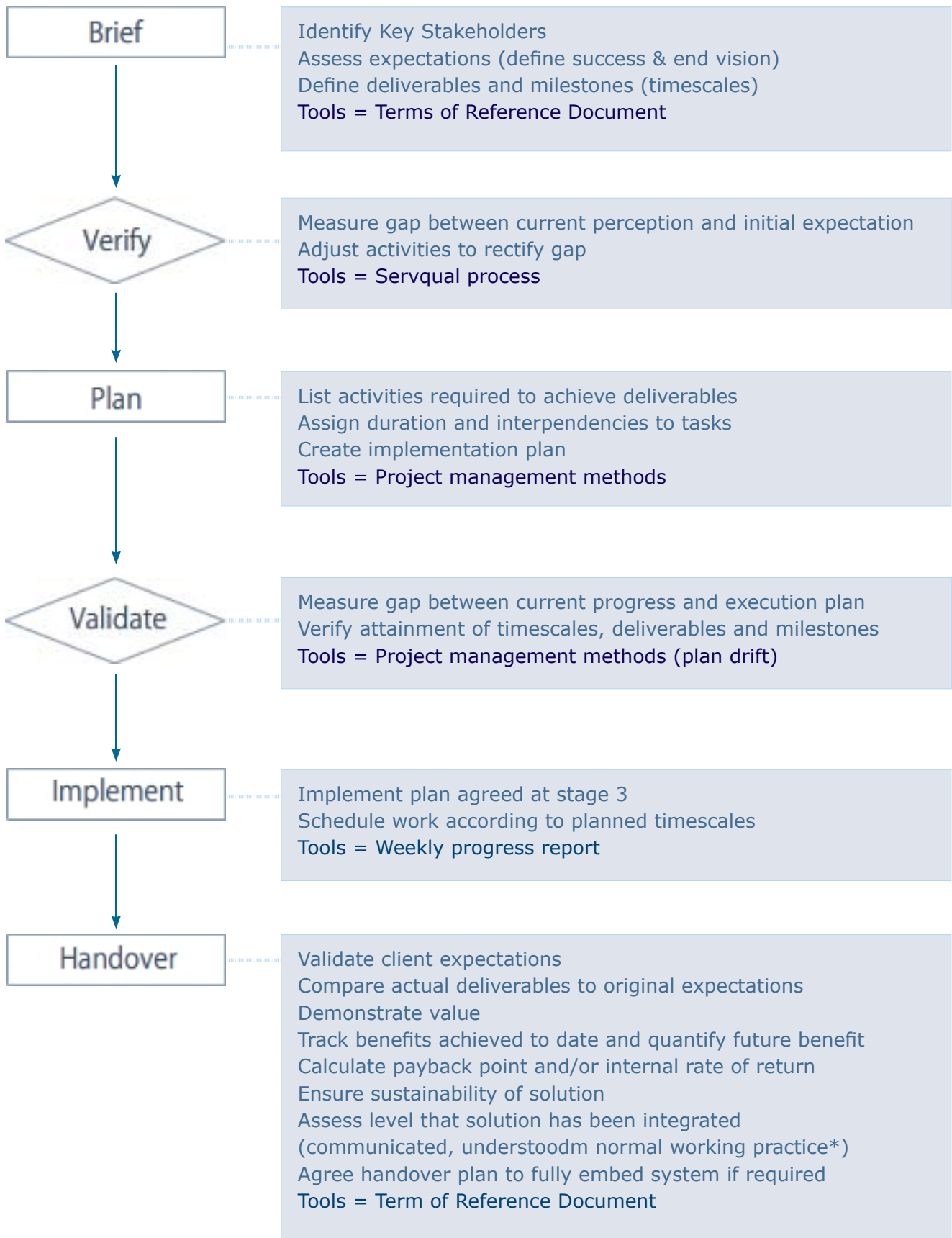
■ The Miller & Young Assignment

When we undertake a management engagement we prefer to do so in an agreed, and open manner. To facilitate this way of working we typically offer our client a Reference Framework, which is discussed and agreed. Once finalised, we are able to more confidently begin to work and deliver within this framework of understanding.

The components of the Reference Framework are as follows:

- * Assessment process
- * A letter of Engagement
- * Terms of Reference
- * Summary of the specific 'Project Assignment'
- * Programme
- * Communication Plan

A well briefed assignment leads to better results and regularly reviews ensure continued delivery of properly focused value to the client.





■ Questions asked about

Confidentiality

At M&Y we always work with confidentiality agreements as part of our framework agreement. In some circumstances, interims can be used precisely where the nature of an assignment requires localised discretion/confidentiality.

Competency

We are a team of professionals with a variety of backgrounds and skills – individual assignments benefit from our collective approach. We will match our skills and your requirement throughout an assignment, through our briefing and reviews.

Capacity

Capacity can be flexed according to the circumstance and management requirement and with relatively low inertia, we can respond to extra demands, without the problems of fixed overheads

Cost

Flexible Management Service, by its nature is a time limited cost, matched to the requirements and on-going for only as long as required. At m&y, our fees are aligned to the equivalent capitation cost. Also, we work with a framework agreement which permits short notice start-ups of assignments.

Commitment

The flexible management is focussed on delivering tangible benefit and results, and is committed to achieving these, without the distractions of internal politics or ambitions. The on-going engagement and involvement is linked directly to getting done, what is requested, for as long as requested.



Flexible Management Service can be a useful resource, where there is urgency, or an issue has become critical, and where there is lack of available staff, skills, or organisational competence.

A well briefed assignment leads to better results and regularly reviews ensure continued delivery of properly focused value to the client.

■ Contact us

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