



Consulting | Training | Recruiting



Linea Group
Brochure



'Linea Group will consistently exceed client expectations in the provision of exceptional, cost effective, results driven operations excellence consulting, recruiting and training services to the transactional, public service and manufacturing sectors.'

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Transferring Knowledge – Building Capability – Sustaining Change

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Introduction to Linea Group

Founded in December 2004 by Ian Chambers and based in the North West of England, Linea Group's origins were in the delivery of consulting services to the automotive sector. The business quickly expanded into the Healthcare and Financial Services sectors, evolving into a true operations excellence 'end to end' business support group with the addition of Recruiting and Training practices, to compliment the now well established Consultancy.

What we do

Linea Group has built an enviable reputation for consistently delivering tailored, fully integrated, consultancy, training and recruitment services to an impressive array of clients operating within the public and private sectors.

Our Strengths

The company's strength lies in its core values of leadership, excellence, integrity, accountability and client focus coupled with an impressive network of trusted industry contacts.

The Linea Group believe clients seeking to improve their operation need a partner who understands the unique aspects of their business and can deliver timely solutions, perfectly matched to their needs.

Our Background

With strong backgrounds in the NHS, Public Sector, Financial Services, Retail and Supply Chain, the Linea Executive team and professional network have first - hand experience of the challenges faced by their clients, which gives them a unique perspective that few others have.

Linea Group prides itself in not only delivering first class, end to end operations excellence solutions but on also providing cutting edge market insight and advice for their clients.

analysis, solution design and implementation

CONSULTING

Introduction to Linea Consulting

Linea Consulting specialises in the provision of Operations and Supply Chain expertise, Financial Control, Business Intelligence and Programme Management Solutions.

We have experience of delivering successful projects across a wide range of market sectors using Operations Excellence methodologies such as Lean and Six Sigma to drive continuous improvement throughout client organisations.

We work closely with clients to fully understand their issues, design bespoke solutions, coach and mentor them through the improvement process to ensure immediate success and long-term sustainability. These changes are reflected in quantifiable reductions in cost and improvements in productivity and quality.

We are proud of our level of client service focussed clearly on output rather than process.

The key to this success is thorough root cause analysis followed by the deployment of carefully selected multi-disciplined teams experienced in problem eradication.

Clients recognise the need for this input and also acknowledge that they can't keep it on stand-by. Linea provides the resource as needed to facilitate cost effective, high quality change management.



Financial Management

Doing more with less

Financial Management is the vital activity of all organisations whether public or privately owned, regardless of their market sector.

Effective Financial Management involves taking control of your costs without sacrificing your organisations long-term success.

Organisations often find implementing cost-cutting measures that maximise efficiency without compromising growth potential and long-term sustainability, a major challenge.

Linea Consulting financial expertise enables organisations to target the sustainable reduction of costs, whilst maintaining or improving performance and quality to ensure long-term viability.

Our support encompasses:

Financial Turnaround

Financial Accountability

Budget Setting

Budget Forecasting

Service Liner Management

Service / Business Unit Profitability



Operations Excellence

Exceeding customers expectations

Organisations cannot stand still having achieved a comfort level; they either grow and prosper or decline. This need for continuous improvement is ingrained in successful companies as a way of life rather than a project.

Such organisations are pro-active rather than reactive and use analysis and market research to inform strategic planning to position themselves at the forefront of change.

They then ensure that operational facilities are sufficiently robust to deliver first class products and services.

Linea Consulting will train and support your staff to achieve competitive advantage through the implementation of operational productivity processes and strategies, thereby delivering Operations Excellence.

Our support encompasses:

Lean & Six Sigma

Change Management

Operational Turnaround

Operations Management

Performance Management

Workforce Management

Efficiency & Quality Improvement



Supply Chain Optimisation

Total Supply Chain solutions

Supply Chains are integral parts of an organisation's operations. Effective Supply Chains provide customer satisfaction, while minimising costs and maximising the organisation's profitability. Experience shows that ineffective Supply Chains add as much as 30% to operating costs and are a key contributor to low levels of customer satisfaction.

Rapid changes in the availability and price of commodities, currency fluctuations, uncertainty in financial markets, disruptive political events and environmental factors, have combined to place unprecedented pressure on an organisation's cost base and its ability to service its customers.

Linea Consulting will review and re-vitalise your Procurement, Inventory and Logistics operations and train your staff to manage supply chains of the highest quality.

Our support encompasses:

Procurement

- Contract Negotiation
- Supplier Management
- Insourcing / Outsourcing

Inventory Management

- Order Fulfilment
- Inventory Control
- Storage Optimisation

Logistics

- Fleet Management
- Rout Planning
- Mode Optimisation

Business Intelligence

Release the power of information

Linea Consulting's Business Intelligence support ensures that the data within your organisation is converted into reliable and relevant information; available at the point of need, in a timely and consistent manner.

This high quality information forms the foundation for confident decisions and actions that will drive better business performance.

Our support encompasses:

Benchmarking

Board Assurance

Business Dashboards

Performance Indicators

Performance Metrics

Visualisation / Analytical Tools

Database Management

Database Creation

Information Management Systems



Programme & Project Management

Success through Professional Programme Management

It is essential that project and programme success is not left to chance.

The temporary nature of projects stands in contrast to operations or on-going business.

In practice, Programme & Project Management is quite different to the routine activities within an organisation which are repetitive, permanent or semi-permanent functional work-streams, which produce products or services.

Professional Programme and Project management requires distinct technical skills, an understanding of numerous functions and the ability to successfully deliver against project milestones.

Linea's experienced Programme and Project Managers provide clients with the expertise to minimise risks, overcome challenges and ensure success.

Our support encompasses:

Turnaround

Programme Design

Metrics & Reporting

Milestone Development

Administration & Management

Programme Management Office

Programme Review

Board Assistance



effective knowledge transfer and sustainable self-sufficiency

TRAINING

Introduction to Linea Training

Linea Training is dedicated to supporting organisations to achieve Operational, Financial and Quality excellence, through self-sufficiency and knowledge transfer, enabling improvements to become ingrained and a continuous improvement culture to be developed.

All our training programmes are led by trained, experienced consultants who work with clients and candidates in bespoke workshops, turning out newly skilled staff with the confidence and ability to deliver immediate tangible benefit.

Our expertise encompasses:

Lean

Six Sigma

Lean Sigma

Project Management Training

Leadership Coaching

Change Management



Lean and Six Sigma Training

Lean encompasses both a philosophy and series of tools and techniques that enable organisations to eliminate anything not absolutely required to deliver a quality product or service, on time, to their customers.

We look to train your people in the safest, most efficient ways for your business to do things right first time, every time!

Lean training when applied to your business will increase productivity by producing or servicing more with the same resources.

Six Sigma refers to a project based continuous improvement methodology aimed at reducing Defects in processes, both in manufacturing and service industries.

It can be applied in every Industry and in every department.

Typically a company's employees are trained to work in teams and apply a series of rigorous tools and techniques to improve processes, customer satisfaction and profitability.

Six Sigma methodologies can also be applied in not for profit organisations to improve service delivery and value for money.

Our Approach

We have a range of practical courses leading to optional certification for Lean, Six Sigma and Lean Sigma. These are created exclusively for each client, are based around material relevant to the sector and delivered by a sector expert.



Project Management Training

Project Management is quite different to the routine activities within an organisation which are repetitive, permanent or semi-permanent functional work-streams, which produce products or services.

Professional Programme and Project management requires distinct technical skills, an understanding of numerous functions and the ability to successfully deliver against project milestones.

Linea's experienced trainers provide clients with the expertise to minimise risks, overcome challenges and ensure success in any industry.

Our Approach

We deliver practical training in the key principals and basic techniques of project management including Microsoft® Project.

Our more advanced programmes are based around PRINCE2 (the second version of **Projects IN Controlled Environments**) which is the de-facto standard project management method in the UK, as well as being widely used internationally.

Prince2 can be tailored to meet the needs of any project.



Leadership Coaching

Leadership and Management are often mistakenly seen as the same thing.

Leadership is not about directing or issuing instructions to subordinates or even making business critical decisions on behalf of an organisation. It is true to say that good business leaders are often accomplished managers but being a good technical manager or even a business intellectual, does not automatically produce a good leader.

Effective leadership is about developing attitudes and behaviours which command trust and respect.

Effective leaders understand others. They develop the right attitudes and behaviours which enable people and organisations to perform and develop.

Our Approach

Linea Leadership Coaching offers bespoke solutions which provide executives and leaders with the tools and expertise to become more effective performers.

Coaching is available on a one to one basis and workshops can be designed for teams and groups. Participants will enhance their existing skills with particular focus on leading change within their organisations.

All our coaches are fully qualified professionals possessing industry standard credentials.

Our trainers work collaboratively with the organisational leadership agreeing the required outcomes and timescales.



Change Management

Change Management recognises that the culture of an organisation supports or undermines business change to differing degrees.

Adopting a structured approach to involving the people affected by change can greatly improve the success of any transition arising from project work or external factors affecting the business.

We work with our clients to transfer the necessary skills to ensure transition is smooth and trouble free.

Our Approach

We advocate a nine stage approach to Change Management, which is supported by the application of some simple, straightforward tools and techniques.

Our experienced training consultants take trainees through each stage from the laying of foundations for change to identifying and overcoming objections, effective communication, results delivery and embedding change in the very culture of the organisation.



timely, cost effective recruiting solutions that deliver

RECRUITING

Introduction to Linea Recruiting

Linea Recruiting specialises in the provision of highly experienced professionals, ranging from executive and managerial appointments to administrative support staff.

We have access to seasoned professionals who have extensive knowledge and experience within their fields of expertise. They have developed these skills whilst operating across a wide range of markets in both the public and private sectors.

Our objective is to create long-term relationships with our clients through the provision of creative solutions, delivered in accordance with our service standards:

Experienced and knowledgeable resourcing team

Provision of excellent candidates

Fast response and implementation

Personalised bespoke service

Continuous improvement through training and development



How can we Help?

To stay ahead of the competition in these challenging times, organisations need to recruit and retain the very best talent on the market.

Whether your need is for senior interim, permanent or project management appointments, Linea Recruiting with its impressive network of industry contacts can deliver timely, cost effective solutions for your business.

Why would your business need a trusted specialist recruiting partner?

Continuous Staff Churn

How does your business cope with unexpected leavers at Executive / Senior Management level?

Skills Scarcity

How quickly will you be able to find people with the same skills and experience?

Plugging Gaps

How will you protect your business from the damage caused by gaps in your Management Team?

Contingency Planning

Does your business have a plan to cover the risk of key Management losses?

Impact Reduction

How will you deal with uncertainty arising from sudden gaps in your Management Team?

Linea Recruiting sources highly experienced Permanent and Interim professionals for business ranging from CEO and Director levels to Management and Technical Specialists.

We recruit across the full range of business support functions having considerable experience in the Public Sector (NHS and Local Government), Financial, I.T., Logistics, Retail and Call Centres.

Permanent Assignment Recruitment

We deliver talented senior professionals across the full range of business support functions who match your precise requirements, when you need them.

The recruiting of permanent staff can be a demanding and risky process. Linea Recruiting will work on your behalf to minimise these risks. As experienced recruiters we will ensure that candidates possess the right skills, experience, cultural and strategic fit.

Our comprehensive service allows you to delegate the workload of the campaign right up to the final decision.

The benefits of our Permanent Recruitment service include:

- Consultation and support to define your requirements and develop a unique brief; a detailed marketing document incorporating a job description to attract the best talent, not just job seekers.
- A robust and proven process to manage the campaign as a successful project, focused on your business outcome requirements, not just skill sets.
- Access to the Linea contact network and the best possible candidates – motivated to bring the experience and background required to add value to your business
- Rigorous vetting and interview process ensuring the delivery of a high quality, qualified short-list.
- Service levels to minimise time delay and a quality assurance guarantee
- Protection of your brand by ensuring a positive experience for all participants



Interim Assignment Recruitment

Linea Recruiting offers a comprehensive interim service, encompassing the entire professional hierarchy at all levels. This unusually comprehensive service enables Linea to provide clients with a single solution to short and medium term challenges.

The benefits of our Interim service include:

Extensive Professional Experience

Our associate network includes high calibre directors, executives, senior managers, department heads, middle managers, technical specialists and senior administrators

Our database includes high calibre directors, executives, senior managers, department heads.

Flexibility

Often available immediately, our associates are seasoned interims and consultants many of whom have experience of working overseas as well as in the UK.

Adaptability

Our people are flexible, self-motivated, and capable of delivering immediate solutions and support.

Peace of mind

All associates are required to undergo in-depth quality assurance assessments and have the benefit of extensive insurance policies.



Executive & Specialist Search

Linea Executive and Specialist Search is the solution for those clients who are looking to specifically target the very best talent the market can offer. Generally, clients will know exactly what they are looking for either in terms of a specific person or profile.

As part of this service we will research the market place and target those top performing professionals, matching the skill set, experience and aptitude, predefined by our client.

Generally services are provided on an exclusive basis. Professionals are provided on either permanent, interim or consultancy basis, depending upon a client's specific requirements and market availability.



Secondment

Linea Recruiting are able to temporarily assign our own operational professionals to work within your organisation.

The idea behind a secondment arrangement is that the secondee will remain employed by Linea Group during the secondment and will "return" to us, following the termination of the secondment.

Secondment may be a viable option where:

- There is a planned requirement to develop internal resource over a period of time to meet business objectives
- Specific leadership resource is required for short and medium term improvement projects
- Cover is needed for short and longer term absences in key operational areas
- Cover is required for sudden or unexpected leavers at Senior Manager / Executive level
- Continuation of coaching is required for a period of time after a consultation project



Recruiting Process Outsourcing

Releasing you to concentrate on what you do best.

Linea Consulting's outsourcing solutions allow you to concentrate on what you do best, save money, be more flexible and manage growth effectively. They also allow you to gain access to the expertise of our professional network and the experience that we can bring to your operation.

We always remember that anything done on your organisation's behalf will reflect directly upon it.

We never forget that we are the guardians of your company's reputation when dealing with internal and external customers, which is why the whole process is closely managed and monitored by our senior team.

Recruiting Process Outsourcing – a better experience for clients and candidates alike

Our tailored recruitment process outsourcing solutions are designed to optimise the processes that organisations use to attract, assess, recruit and retain key operational staff.

Our focus is on reducing the overall cycle time to hire by utilising advanced search techniques, improving candidate quality and working with our clients to 'work their brand' in order to optimise the direct hiring option as opposed to the more expensive agency channel option.



Managed Service Programme

Our tailored managed service programmes are designed to optimise the way in which contract and interim people are sourced and managed. Our solutions cover all the key operational areas including Public Sector (NHS and Local Government), Financial, I.T., Logistics, Procurement, Retail and Call Centres.

We accept responsibility and accountability for managing fulfilment throughout the recruitment process, including search, hire, payroll and dealing with third party suppliers.

At Linea Recruiting we place experienced members of our team on site and at the centre of our client's operation.

We provide a service which is fully supported by our administrative team and offers complete transparency with a full audit trail.



Corporate Memberships & Partnerships

Linea Group is proud to be associated with the following professional institutions.

We have implemented strict codes of professional conduct, accountability frameworks and invested in knowledge management to ensure compliance with industry standards, best practice and service quality.



Recruitment & Employment Confederation:

REC is the representative body for the UK's recruitment and staffing industry, members must abide by their code of professional practice and are regularly assessed to ensure compliance.



Institute of Business Consulting:

IBC is the professional body for business consultants and advisors. Designed to raise the standards of professional practice in support of better business performance, the institute provides a development path for the profession, supported by high quality resources and training.



The Chartered Institute of Logistics & Transport:

CILT is the professional body for the supply chain, logistics and passenger transport related industries. The institute operates in over 30 countries across the world and is tasked with the transfer of knowledge and implementation of best practice.



Chartered Management Institute:

CMI is committed to raising the performance of business by championing management, through supporting and advising individuals and organisations or engaging policy makers and key influencers in government and the management profession.



Institute of Operations Management:

IOM is the principle UK professional society for operations management and is committed to raising the performance of business by championing management, across manufacturing industries, services industries and the public sector

Contact Details



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