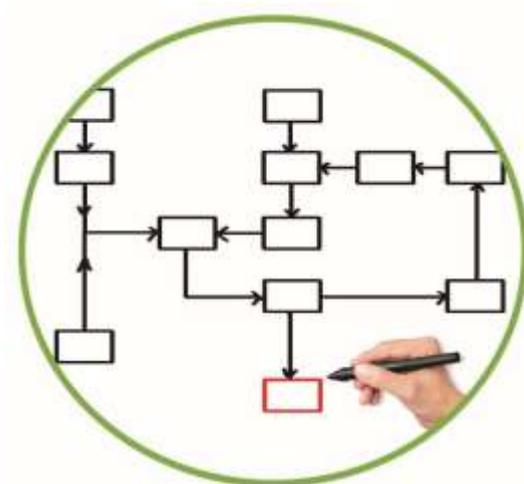




Company Profile



Version 1.3

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INTRODUCTION

Rethink OE is a leader in **Operational Excellence** in the digital age. We assist companies, large and small, optimise their business operations through our rich collection of tools, techniques and methodologies.

Our expertise includes Customer Journey Mapping, Process Documentation and Repositories, Process Optimisation (Lean Six Sigma), Continuous Improvement, Quality Management, Organisational Performance Gamification, Robotic Process Automation, Office 365 and SharePoint Business Enablement, and Operations Management training and mentoring.

Businessdirectory.com defines Operational Excellence as:

“a philosophy of the workplace where **problem-solving, teamwork, and leadership** results in the on-going **improvement** in an organisation. The process involves focusing on the **customers' needs**, keeping the **employees positive and empowered**, and **continually improving** the current activities in the workplace.”

As a leader in Operational Excellence, Rethink OE is an ideal choice of partner to optimise your business processes and instil the cultures and operational disciplines required to reach new levels of operational, service and quality performance. We are technology agnostic which allows us to guide you in the technology enablement of your processes without any vested interest in selling you a particular solution.

At Rethink OE, we fully understand the complexities of achieving Operational Excellence within an organisation and have created several services to assist your organisation pursue and sustain Operational Excellence.

WHAT WE CAN DO FOR YOU

Drawing on our depth of Operational Excellence and management consulting experience, we can assist you with the following:

- ✓ Organisation & Department Vision & Purpose Definition
- ✓ Business Strategy Formulation
- ✓ Project Planning & Management
- ✓ Organisational Change Management
- ✓ Business Case Development
- ✓ Operational Excellence Training & Mentoring
- ✓ KPI Definition & Implementation
- ✓ Customer Journey Mapping
- ✓ Voice of the Customer / Stakeholder Analysis
- ✓ Process Optimisation (Lean Six Sigma)
- ✓ Process Problem Solving
- ✓ New Process Design
- ✓ Value Chain Definition
- ✓ Process Mapping & Standard Operating Procedures
- ✓ Process Repository Design & Implementation
- ✓ Workflow Design & Implementation
- ✓ Quality Management System Design & Implementation (ISO9001)
- ✓ Workforce Planning & Productivity Management
- ✓ Organisational Performance Gamification
- ✓ Business Requirements & Functional Specifications
- ✓ IT Systems Evaluation & Selection
- ✓ Outsource Vendor Selection & Contracting
- ✓ Microsoft Office 365 & SharePoint Implementation
- ✓ Microsoft PowerApp Development
- ✓ eLearning Management System (Moodle) Deployment & Hosting
- ✓ eLearning Content Development
- ✓ Offshore Application Development Management

ABOUT US

OUR HISTORY

Rethink OE is a new Somerset based Operational Excellence consultancy. Although Rethink OE may be new in the UK, our Operational Excellence content and expertise has been developed and matured over a period of 15 years across multiple leading organisations in South Africa. Below are the companies that Gavin has assisted with Operational Excellence, either as an employee or through his South African consultancy - the Institute of Service and Operational Excellence.



OUR DIRECTOR



Gavin Thompson is an accomplished business professional with 25 years of corporate experience. Gavin is passionate about driving a culture of excellence, client centricity, quality, and servant leadership in organisations. He is an innovative thinker who can quickly find practical solutions to operational challenges.

Gavin has extensive management consulting, process improvement, customer experience management, innovation, IT management, organisational change management, gamification and project management skills. His skills have been gained through his employment at leading organisations such as General Electric, Sanlam, Santam, and Metropolitan Health.

Gavin is a certified PRINCE 2 Practitioner and has successfully managed many large, complex business and IT focused projects. Given his strong blend of business and IT experience, Gavin is excellent at understanding how technology can be best used as a supporting enabler to business processes.

Gavin is a qualified Lean Six Sigma Black Belt and has led many process design and improvement initiatives. He has established the process improvement capability at three large corporates as well as having designed and matured the Operational Excellence tools, techniques and training content.

Gavin has extensive experience, gained through his Operational Excellence programme, of utilising gamification as a mechanism to facilitate staff engagement and performance. He has now developed a feature-rich Organisational Performance Gamification platform which is in software development.

Gavin likes to keep abreast of the latest operational and IT trends in order to integrate them into his service offering. As such, Gavin has recently upskilled on Robotic Process Automation (RPA) and has a specific interest in creating effective blended workforces that combine the best of humanity with RPA.

At the end of 2016, Gavin left permanent employment to establish the Institute of Service and Operational Excellence as a vehicle to offer his Operational Excellence experience, training, methodologies and tools to other organisations. Gavin has recently relocated back to the UK and is continuing his consulting activities through Rethink OE.

Gavin has an MBA (University of Stellenbosch) and a B.COM (Honors) Information Systems (University of Cape Town). He is a lecturer on the USB MBA programme and

a regular conference speaker and teacher on the subject of Operational Excellence, Lean Six Sigma and Continuous Improvement.

ABOUT OPERATIONAL EXCELLENCE

WHY PURSUE OPERATIONAL EXCELLENCE

Many companies are operating at sub-optimal levels of operational, service and quality excellence. This manifests itself in poor customer service, inflated operational costs, disconnected IT systems, demotivated and disengaged staff and lost competitive advantage.

The above symptoms are often a result of young companies growing quickly and in a less than structured manner. This results in them hiring, or promoting team leaders and managers up the ranks, without adequately empowering them with the skills required to be operationally excellent. IT systems are also quickly adopted with insufficient thought given to the end-to-end process design and integration.

A company that is operating at a mature level of Operational Excellence will have staff and managers who:

- Fully understand their department's purpose and value proposition in relation to the company strategy.
- Are acutely aware of both their external and internal customer needs and expectations.
- Are passionate about providing an excellent service experience at every point of interaction.
- Live and breathe quality and continuous improvement within a mature quality management framework.

- Understand how to manage operations effectively using data and visual management strategies.
- Know how to detect and resolve inefficiencies in their business processes using Lean principles.
- Understand that their role as leaders is to create an empowering and engaging environment for their team to perform at their best.

A company that can achieve Operational Excellence will differentiate itself in its marketplace. Whilst in many industries competitors may be able to replicate products quickly, it is extremely difficult for them to replicate operational and service excellence.

Through the pursuit of Operational Excellence, your company can achieve measurable performance gains. These gains will be demonstrated through metrics such as:

- ✓ Improvement in customer satisfaction level.
- ✓ Improvement in service levels.
- ✓ Reduction in complaints.
- ✓ Reduction in non-value-adding customer interactions.
- ✓ Reduction in operating costs (cost per transaction).
- ✓ Improvement in quality levels.
- ✓ Align IT systems to processes and customer journeys.

RETHINK OE SERVICES

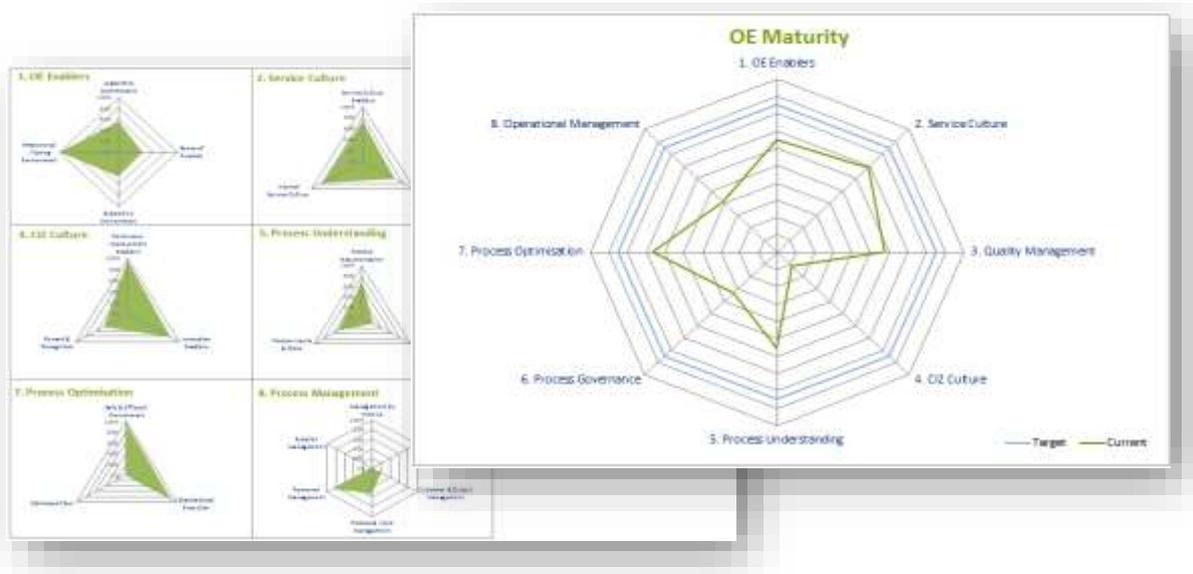
Rethink OE has formulated several services which collectively assist companies to attain and sustain Operational Excellence.

OE MATURITY ASSESSMENT

Rethink OE has developed an in-depth **Operational Excellence Maturity Assessment** model. This maturity assessment typically forms the first engagement with a client as, through the model, we can baseline the current Operational Excellence maturity and formulate the way forward.

The OE Maturity Assessment contains:

- 8 OE maturity dimensions
- 30 dimensional constructs
- 151 construct related questions



See the OE Maturity Assessment Brochure for more details on the Operational Excellence Maturity Assessment model.

OE CONSULTING

Between the Rethink OE directors and consultants, we have a wealth of experience in assisting companies to improve their operational and service effectiveness, efficiency, experience and quality.

We can provide world-class consulting services in the following areas:

- Operational Management
- Workforce Management
- Productivity Management
- Process Improvement / Design
- Quality Management
- Process Documentation
- IT System Requirements and Selection

OE TRAINING

Operational Excellence is facilitated in an organisation through a combination of consulting, training and mentoring.

Rethink OE has formulated a rich collection of Operational Excellence courses aimed at both operational staff and leaders.



See the Rethink OE Training Brochure for details of modules included in the courses

OE PROGRAMME

An effective way to instil the principles, tools and disciplines of OE is through a structured **Operational Excellence Programme** (OE Programme). An OE Programme is any planned interventions that contains the following elements:

1. Training of staff on OE content.
2. Mentoring of staff on the application of their learning in their operational area.
3. A level of change management to promote and support the OE initiative.

Each organisation's OE Programme will be different as it needs to consider a number of factors:

1. The organisation's current OE maturity level.
2. The organisation's strategy and prioritise.
3. The organisation's culture for running such programmes (low-key/elaborate).
4. Alignment with other initiatives that are underway.

5. The available budget.

A typical OE Programme contains activities that the staff apply within their operational areas. Each activity is designed to bring about a specific learning or insight. The activities should be sequenced in a way that the operational excellence understanding builds progressively and steadily without the staff becoming overwhelmed.

CONTACT US

If you would like to know more about how we can assist you on your journey to operational excellence, then don't hesitate to get in contact with us:

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