

■ Case Study

- Planning for changes in the UK Defence Sector

Synopsis

A top UK professional services firm, in infrastructure and management, required a programme to position it for future changes in property procurement, management and maintenance within UK Defence Estates. ServQ analysed the Defence Estates' requirements, reviewed the professional service firm's current customer rating and co-chaired a workshop on best practice for future client delivery.

Methodology

Using a combination of public domain and customer service review/interview information ServQ worked with its Client's Advisory Services Director over 2 months to develop a best practice action plan. The team:

- Carried out detailed research on UK Defence Estates (DE) and its Client, the UK Ministry Of Defence's, requirements. ServQ evaluated the planned property and site expenditure for each of the relevant geographies for the next 7 years
- From this research, together with the DE interview information on service delivery performance, ServQ prepared and facilitated a team workshop for 15 senior staff. The workshop focused on business changes and improvements needed to position the Client to win the role of Principal Support Provider (PSP) as part of UK Defence Estates' Integrated Project Teams.
- The workshop:
 - Shared current best practice/knowledge with the team
 - Defined a process and strategy for winning the new role of PSP in the target geographies/activities
 - Examined development areas/issues relating to partnering and alliances for the team and in the relevant supply chains
 - Assessed and reviewed the partnering skills of the team members, producing a current profile and recommended areas for future personal and team development
- After the workshop ServQ produced a report detailing the team's agreed actions and reviewed this in detail with our Client's Advisory Services Director and his UK Managing Director.

Outcome

ServQ's Client was able to get an independent evaluation of current performance and the changes in the UK Defence Estates' requirements. This study, together with the management workshop, enabled the senior management team to capitalise on the DE's planned changes. The programme also identified areas for individual, team and supply chain development - positioning the company to win the PSP roles downstream.

Reference

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