



## Building firm foundations for growth

implantcast UK are a medical device sales and distribution company based in the West Midlands. The company operates within the highly regulated, highly competitive healthcare industry supplying life changing products and services to surgeons and hospitals. The company looked to BPO for support with business development to achieve their growth aspirations. We delivered:

- Strategic formulation and planning support
- Operational business improvement programme
- Employee survey and action planning
- Project management training
- Workshop design, facilitation and wrap up

Here's what the icUK General Manager had to say:

In relation to the business Improvement programme - "The Implantcast business model is evolving and I was keen to ensure the operational business systems and processes support our future growth aspirations. Heather at BPO led my operational team through an efficiency programme with the core objective of increasing capacity without increasing operational headcount, and without impacting employee and customer satisfaction. The results exceeded expectation with £150k savings banked over a 3 year period, employee satisfaction increased by 50% and positive impacts on customer experience through improvement of process quality and automation."

In relation to strategy workshops - "My experience is that chairing, contributing and documenting strategic meetings and workshops is not easy and if done badly leads to participant frustration and poor outcomes. Heather was a welcome resource and seamlessly integrated into our senior leadership team, allowing me to actively participate and provide direction within the sessions. She understood our requirements, planned engaging workshops and facilitated the sessions to achieve our desired outcomes. I have no doubt that the savings and developments facilitated by BPO will be of significant benefit the business for years to come."



**Company growth strategy formulated, planned and cascaded**



**85 hours per month of efficiency identified and delivered**



**50% improvement in operational team satisfaction**



**Increased project management competency**



**Many light bulb moments and clarity!**