

# Bak2Basiks Ltd

Project	Client	Duration	Sector
Specialist Support	IAC Acoustics	10/2013 – 04/2014	HVAC Sales - Inst – Manufacture

**Position:** Interim Lead Business Improvement Specialist.

**Scope:** Reporting directly to investors & company CEO. Contracted to recover failed 4<sup>th</sup> Qtr Revenue / EBITDA Deficit. Design, & commissioned Operational Control Room (War Room). Develop & implemented fully transferable process from Enquiry → Cash Collection. Ensured delivery of legacy business changes, through process improvement, coaching & culture change. Engagement of: Sales – Engineering – Design – Operations, & Contract Installation Teams.

## **Outline & Achievements:**

- Reduced £5.8M yearend deficit.
- Analysed all post order activities critical to project, releasing £12m of backlog work.
- Developed & managed on a daily basis the integration of the “Control Room”, Covering Enquiries → Sales → Manufacturing Plan → Finished product → Delivery → Installation
- Applied DMAIC principles, identifying business failings, designing & implementing client Charter to offer visibility, & guaranteeing value added activity.
- Improved visibility of all orders going through the system, optimising other departments to focus on “Service Deliverables”.
- Focused development & implementation of a Global Sales “Back Office”, delivering improved customer service. This project is seen to be the single biggest improvement carried out within the IAC Group
- Cleansed Order Book, chasing & validating failings (Shipped & Not Invoiced, On Hold, Retentions. Etc) Adding £1.7m of invoicing back into the business
- Supporting CEO activities by developing a Global “Pole Position” Control Room, engaging 8 business in the alignment of sales & manufacturing outputs. Generating £1.2m additional sales