



30 September 2003: Where do we go from here? Is the UK ready to compete in a 21st century global economy?



Ian French (Managing Director)

Ian French founded **fms** in 1999. He has a significant understanding of engineering, manufacturing and IT along with 26 years industrial experience — 14 of those in IT and industrial management. Email him at ian.french@fms-management.com.

This and other online white papers are at <http://www.fms-management.com/news/>.

During the last century, the UK established its status as a nation with strong academic and industrial capabilities. In the last 30 years, considerable changes have taken place globally with the demise of heavy engineering and the insatiable demand for new technologies and services. There has been some response to this change within the market place, but there remains considerable opportunity to address the legacy of the 'big business' industrial era.

If the UK is to realise its full potential in the future as a trading nation, it must promote SMEs as well as large enterprises to respond to changing demands such as e-commerce, service-based business, pan-European competition and even the threat from emerging nations – all of this set on a global stage. There also needs to be a realisation of the potential of the workforce and academic community by enabling ideas to become reality, generating tangible results.

fms is a small business, which has been established for over four years. We have always taken a customer-oriented approach in the delivery of our key services – project management, process management and risk management. This means being fully engaged with every prospect and customer and taking time to understand their goals and priorities. We provide management services and solutions to both SMEs and large enterprises – focussing on the IT services sector. These services are normally requested to address change in a business, create innovation initiatives or to remedy short-term issues.

Process management

This is one of the most important aspects of starting or developing business initiatives. If you do not understand how it works it is difficult to implement or manage it efficiently. **fms** engage with key staff to analyse existing business processes; match this to business aims and objectives; and work with senior management to agree the key actions needed to take the business or project forward. This may result in a specific tactical process change, redesign or business process outsourcing.

See http://www.fms-management.com/services/can-do_simplify.php for further information.

Project management

Having reviewed market and customer demands, many organisations are compelled to review and change their service or product offer. Following marketing and 'product' development, they are then presented with the challenge of implementing the initiative. This is often the stage at which many businesses fail due to insufficient resources, poor planning or inadequate follow-through to realise the benefits of the particular new idea or initiative. **fms** has experience in working with a business to understand their goals, develop plans and to devise resourcing strategies to deliver a project to a successful conclusion.

See http://www.fms-management.com/services/project_management.php for further information.

Risk management

There has never been a time in recent history where managing risk has been more important. The inertia created by difficult stock market conditions has resulted in many businesses 'sitting on their hands' and doing nothing. There is also the threat of terrorism, which leads to risk such as loss of information, collateral damage, fire and loss of power and property. All of these mean potential loss of service, which has a consequential impact on service and customer confidence. Business life is full of risks and the UK market place is no different from all other developed economies. But risks can be managed and can even be transformed into opportunities. Managing risk is about identifying, evaluating, planning and then implementing the plans to reduce or eliminate it. **fms** provides these services using its structured approach of focussing on delivering results.

See http://www.fms-management.com/services/risk_management.php for further information.

These three **fms** key services are as fundamental as those provided by an accountant or legal advisor. **fms** has developed structured methods to deliver a proactive approach to managing and releasing the potential of people and business by:

- Optimising processes
- Managing risk; and
- Delivering projects

We are confident in our ability to provide this at a time when global market pressures are palpable and growth is essential.

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fms, Park Lane House, 47 Broad Street, Glasgow, G40 2QW.

t. 0141 564 5254 **f.** 0141 564 5255 **e.** info@fms-management.com **w.** <http://www.fms-management.com>