



Your journey to excellence

Contents

Introduction	3
What is Business Improvement?	4
Our Values	5
History	6
What We Do	7
In Figures	8
Quality	9
Support	10
Innovation	11
How we do it	12
4 ways to improve	13
Training	14
eLearning	15
Consultancy	16
Bespoke Solutions	17
Create your own eLearning	17
Core courses	18
The Training Bank	20
Outcomes	21
The Team	22
Further Information	23

Introduction

100% Effective is one of the UK's foremost Business Improvement consultancy and training providers.

We deliver market-leading public, in-house and online training with a flexible and pragmatic approach so our lessons can be tailored to suit your individual circumstances.

We've helped clients – including some of the world's biggest names – across five continents from SMEs to multinationals but remain absolutely committed to our core values.

Quality | Support | Innovation

From our roots as a small consultancy, we're the people who help companies continually improve no matter where they are on the journey to excellence.

Every organisation is different, so their training should be as unique as them. As a small company, with a highly-skilled team, we're perfectly placed to create and deliver high-quality Business Improvement training in the format to suit you.

Read on to find out what we can do to help you improve.

What is BI?

Business Improvement is known in many forms: Many people refer to it by the approach they use - such as Lean Six Sigma or Agile - while others use catch-all terms like Process Excellence and Continuous Improvement.

At 100% Effective, we're not concerned about what you call your move to improvement, as long as you start your journey on the right foot. Business Improvement is about people and culture to a much greater extent than processes and systems. It is often the failure to understand the importance of people that holds back improvements.

As Charles Darwin once said: "It is not the strongest that survive, nor the most intelligent, but the one most responsive to change."

His comments hold true for businesses too. In a turbulent economy, organisations need to stop wasting money and resources on inefficient processes. But, they also need to ensure staff are engaged and empowered, to improve productivity and so that the company is in a good position to change if it needs to.


Creating a culture where waste is challenged and staff feel excited and empowered to suggest ways to improve their ways of working makes businesses adaptable.

In the past two decades the business landscape has changed more than ever before. Organisations that once dominated have dropped

off the radar and large market share is no longer an indicator of profitability. In this challenging climate, those adaptable, innovative organisations have the best chance of success.

Continuous Improvement
Business Improvement
Process Excellence

Our Values



100% Effective has a core set of values based on a desire to transfer knowledge and offer practical solutions so our clients can succeed as quickly as possible. We have a simple philosophy that guides us, ensuring everything we do enlightens, educates and supports.

Collaboration | We pass knowledge on to our clients as quickly as possible

Sustainability | We train, coach and support people so they can change the way they work, permanently

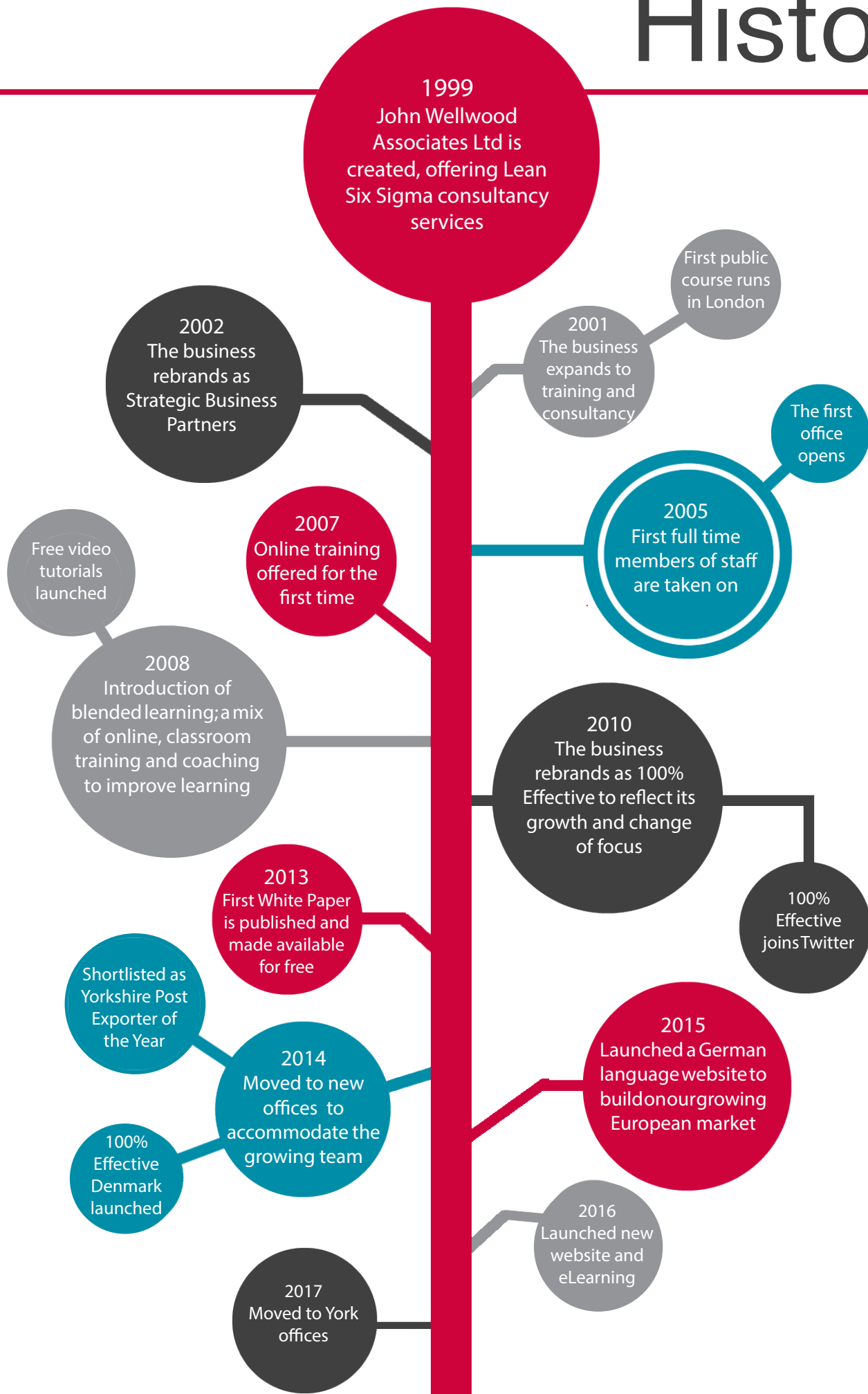
Practicality | We provide support and advice that is always practical, logical and easy to apply

Innovation | We're always looking for new and creative ways to help our clients to improve

Efficiency | We help our clients to improve their business in the most efficient way

Results | We always deliver tangible outcomes

History



What We Do

100% Effective works tirelessly to help businesses implement tailored approaches to continuous improvement.

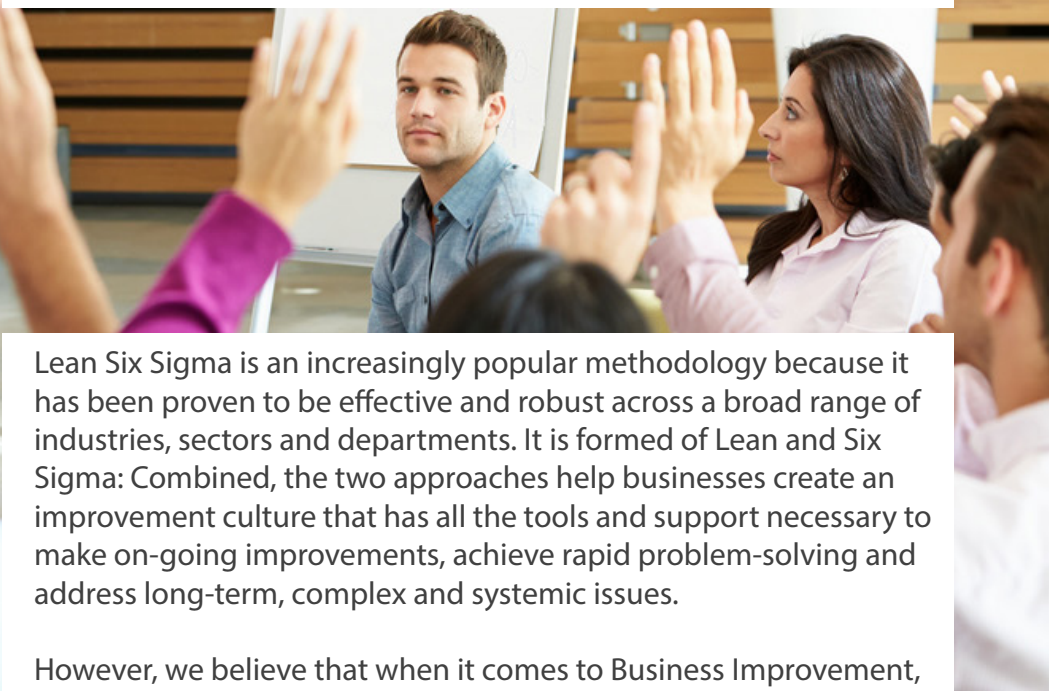
We deliver Business Improvement training via online modules, classroom courses, in-house sessions, consultancy support, or a combination of all four. Our classroom courses use a blended approach to learning, with lessons supported by online tutorials and coaching. After years delivering training, we've found this to be the most effective way to learn – and to embed – the subject matter.

Business Improvement with 100% Effective is primarily based on a best practice approach to Lean Six Sigma, although we use a number of additional methods.

Lean Six Sigma is an increasingly popular methodology because it has been proven to be effective and robust across a broad range of industries, sectors and departments. It is formed of Lean and Six Sigma: Combined, the two approaches help businesses create an improvement culture that has all the tools and support necessary to make on-going improvements, achieve rapid problem-solving and address long-term, complex and systemic issues.

However, we believe that when it comes to Business Improvement, success always relies on taking an approach that is catered to the unique needs, culture and stresses of your organisation. What works for someone else may not work for you.

Business Improvement training and consultancy helps organisations find the answers to address their own particular pain points, sustainably; by increasing productivity, reducing defects, preventing errors, increasing standardisation and efficiency gains. Not to mention the soft benefits such as increased employee engagement, customer satisfaction and customer retention.



In Figures



We've worked in
30 countries
across 5 continents



9 employees
and countless
experienced associates



108 years
of combined
improvement experience



over **40 courses**
and unlimited
training options



over **£750m**
saved for our clients



more than **25,000**
trained since 1999

Quality

Our training courses, in all formats, have been compiled following a collective 108 years in the Business Improvement industry: Working on projects and managing teams first hand, followed by years of consultancy work.

100% Effective Master Black Belts can help your organisation because they've likely experienced a similar situation first hand themselves. They are not just trainers, they are consultants who can train, and will offer their decades of experience to make lessons more applicable to you.

We've been providing training and consultancy since 1999 and have worked in 30 countries across five continents. We have vast experience in every industry sector; you can be confident we speak your language.

And you can be assured in the calibre of your qualification. All of our training is practical and hands on, and we follow the best practice approach to Lean Six Sigma certification. This means Green Belt delegates must pass an exam and then submit one successful

project showing clear (and substantiated) benefits in order to certify. Black Belts must submit two projects with demonstrable benefits.

This approach ensures the quality of our training, and it means we can see if our delegates understand the tools they are applying and, if they don't, target our coaching to help them.

The quality of our training is reflected not only in the calibre of our clients, which include many household names, but also in our customer retention rates. Of our corporate clients, 48% will return to us to train additional people.

Weightmans

Weightmans recognised the way the industry was moving in early 2014 and became an early adopter of Lean Six Sigma in the legal industry.

We worked with them to train 45 people in Lean Six Sigma to help them implement a continuous improvement culture. In just one project Lean Six Sigma helped the company reduce the complexity in its case management system by up to 85%, halved the time it took to get the file to the fee earner and reduced by about 20% the amount of work involved in opening a file.

A small initial pilot of Lean Six Sigma was rolled out across the company following its success and the firm has already seen a significant return on investment.

"Lean Six Sigma is not about making huge step changes; rather it's about making lots of little changes and because of the numbers involved, small changes quickly make a big difference."
Stuart Whittle, IS and Operations Director, Weightmans LLP.

Support

One of the main advantages 100% Effective can offer over our competitors is a commitment to supporting our delegates for their lifetime.

All delegates get a certain amount of coaching on their project work throughout the period of their training, but we don't close the door on help and advice once you've certified.

Whether you encounter something you've never dealt with before and need some expert Lean Six Sigma advice the day after you certify, or ten years from now, we'll try our very best to help. For free.

You can contact us via phone, email or through our LinkedIn Friends and Alumni group and we'll ensure your question is answered thoughtfully and carefully. And you can get support from an experienced Master Black Belt on any problems you're encountering from analysing data to personal development, or even completing a project.

If you need more support than we can give you in a few conversations, we also offer coaching to help guide you to your solution, one-on-one.

One of our core values is sustainability; we want to ensure you're confident in your Business Improvement capabilities throughout your career. We are always here when you need help, and our Master Black Belts are the dedicated support line you need.

Case Study One

We're always keen to help our delegates, so when an unrelated client meeting was booked close to one of our delegate's workplace, we took the opportunity for a catch up.

"Jules came to visit me on his way to a client meeting. It was a great way to receive some one-to-one support and some invaluable advice on my assignment," says Elisa Manicardi, QSE Manager at Howard Hunt.

Elisa has now certified as a Green Belt.

Case Study Two

When one of our students was struggling with his projects while working towards a Black Belt, we made it our priority to help him.

Using our free MBB support, teamed with more intensive coaching, 100% Effective helped him complete both his projects in the tight time frame he had available.

Within two weeks of contacting us, he'd wrapped up both projects and certified as a Lean Six Sigma Black Belt.

Innovation

We pride ourselves on our flexibility and willingness to adapt. We have consistently been early adopters of new technology, from online training, to blended learning and video tutorials.

Our small size, and the fact that all of our materials are created in-house by Master Black Belts, designers and our skilled eLearning development team, means we're uniquely placed to respond to changes in training requirements, and tailor our materials to suit your individual needs.

From adding or removing content in our training to ensure it suits your business requirements, to creating bespoke in-house courses and even developing online training specifically for your company, we are completely flexible. Decades of experience ensures our Master Black Belts are equipped with examples relevant to your industry or sector.

voestalpine

VoestAlpine contacted 100% Effective in 2014 with a unique request. They needed Lean Six Sigma Green Belt training for four members of their international High Mobility Pool Programme, but could only bring them together for four days in the UK.

With such a condensed time frame, 100% Effective knew there was no time to waste and worked closely with VoestAlpine to determine exactly what they needed. 100% Effective were able to create a bespoke blended four-day course that met the tough time-pressures, and the objectives.

"100% Effective were the only supplier able to offer us a programme to do in four days," explains Uta Stockbauer-Schroeder, the High Mobility Pool Programme Manager.

"The trainer Mike was a great trainer; very professional, highly experienced and awesome background. He was very responsive to our needs. So I think the name 100% Effective really is what you get when you go with them."

We're always working to ensure our entire training suite is at the cutting edge of what we can do with technology to aid learning and development, without using tech just for the sake of it.

Our aim is always that you get the Business Improvement training that you need to take your company in the right direction and implement continuous improvement for the long term.

But we're also constantly on the lookout for new and innovative ways to help you learn. We're keen to share a high level of knowledge for free because we think everyone can benefit from Business Improvement training. So on top of our training courses, we also provide White Papers, webinars, infographics, video tutorials and articles to provide extra depth.

How we do it

100% Effective is a market-leader in Business Improvement training and consultancy because we follow our own advice. We're constantly looking for ways to improve our service and materials to offer our clients and customers something exceptional.

All of our staff are experts in their field, making them a formidable team when it comes to innovation and product development. A customer suggestion can go from conception to fruition in a matter of hours or days, and new products can be created, tested and rolled out in weeks.

But despite this agility, quality remains a priority, and it shows. All of our courses have been accredited as conforming to the Continuing Professional Development (CPD) guidelines by the CPD Certification Service. This means you can earn CPD points from all of our training.



100% Effective is an IASSC Accredited Training Organisation™. We are also an authorised training provider for the Armed Forces - which means if you're in the forces you can get funding for your training using your Standard Learning Credits (SLC) or through ELCAS. Plus, we've been approved as a place of study by the National Union of Students.

Our quality and authority was recognised at the end of 2015 when we won a Business in Yorkshire BiY Inspired Award.

4 ways to improve



Training

Our classroom training courses are available all over the UK, and internationally.

We use a blended learning approach which combines the best of traditional classroom training with one-to-one coaching, group exercises and self-led online study.

Plus, all of our training is created in-house by a team of Master Black Belts with a collective 108 years of improvement experience.



eLearning

Our online training has recently been redeveloped, and you won't find anything that compares in the marketplace!

You'll work your way through modules that combine lessons, quizzes, games and interactivity to ensure you embed your learning.

But you won't be tied to the screen as there are exercises and projects to complete away from your desk. All training is mobile optimised.



Consultancy

We deliver consultancy that breaks the mould.

You can use our expert consultants as much or as little as you need them. From advice on a process or in-house training, to long-term contracts for improvement implementations, we can help.

With years of experience in almost every field and industry, we can provide the support you need in the way you need it.



Bespoke Solutions

If none of our existing products or services quite fit the bill, you can create your own. As all of our materials are created in-house by our specialist team, any of our training or eLearning courses and modules can be tailored specifically to your needs.

Plus, you can combine it with our consultancy and our LMS experience to create something truly unique that works for you.

Training

Traditional lecture-style training just doesn't work for the majority of people.

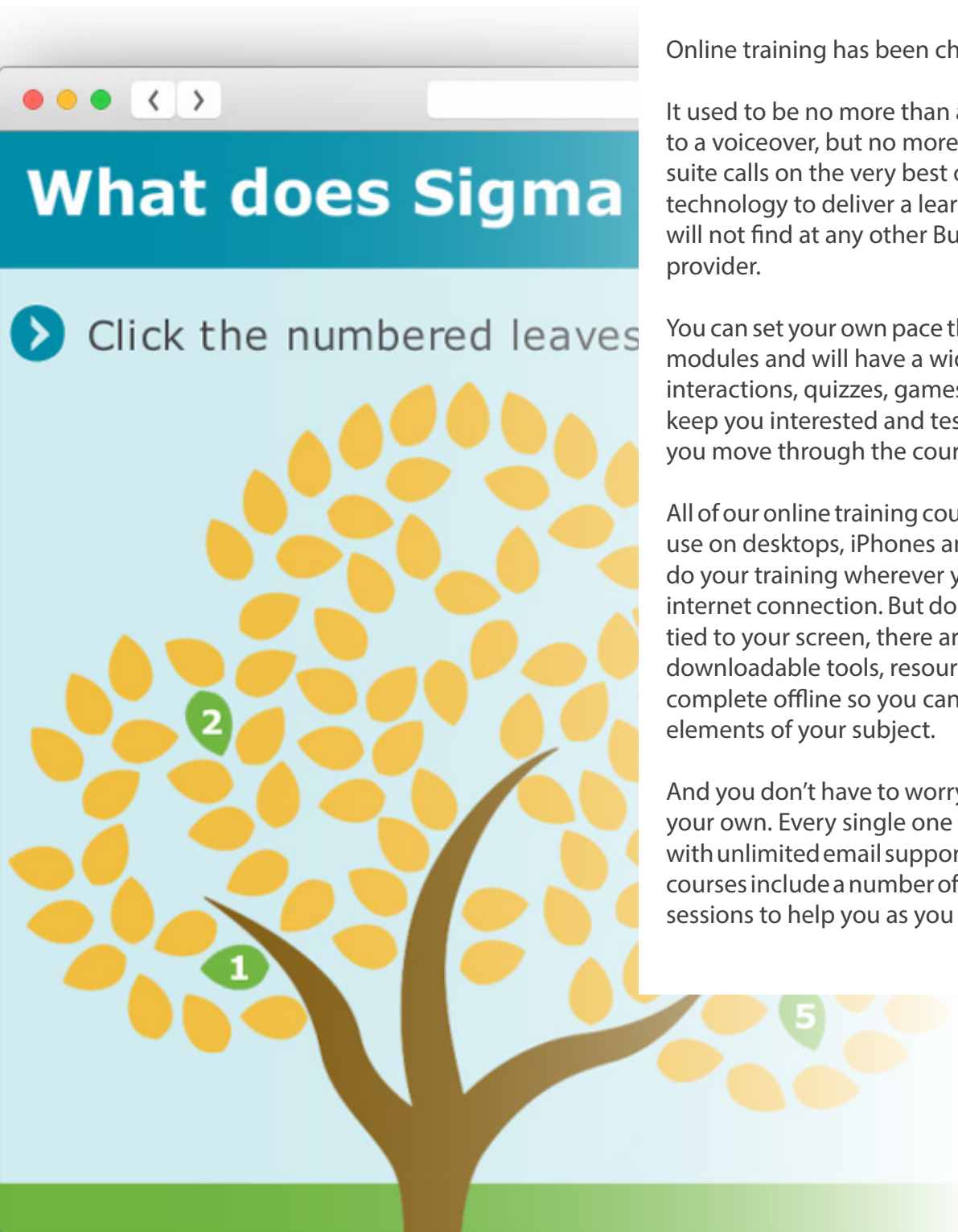
We find ourselves zoning out or the trainer's pace doesn't match our own - exploring subjects too slowly and causing frustration or too quickly and creating confusion. It's also common for people to enter the classroom with different levels of existing knowledge, which can mean hours are lost getting everyone to the same point.

We understand these problems, which is why we didn't want to do 'traditional' training. Our classroom sessions use a blended approach to learning which combines some elements of the classroom that work - group interaction and discussion - with one-to-one coaching, group exercises and self-led online study.

This approach covers all the main ways that people learn which makes the training more engaging in the first place, but also increases your ability to retain the information. Plus, as we ask you to do some work online ahead of attending the course, we know everyone entering the classroom is at the same level so the core training can begin immediately.

You'll find that not only is this way more fun, but you'll also gain the confidence to put your new skills to use immediately.

eLearning



Online training has been changing recently.

It used to be no more than a series of slides set to a voiceover, but no more! Our new eLearning suite calls on the very best of the latest technology to deliver a learning experience you will not find at any other Business Improvement provider.

You can set your own pace through the eLearning modules and will have a wide range of interactions, quizzes, games and logic tests to keep you interested and test your knowledge as you move through the course.

All of our online training courses are optimised for use on desktops, iPhones and tablets so you can do your training wherever you have an internet connection. But don't worry about being tied to your screen, there are plenty of downloadable tools, resources and activities to complete offline so you can learn the practical elements of your subject.

And you don't have to worry about doing it all on your own. Every single one of our courses comes with unlimited email support and most of our long courses include a number of one-to-one coaching sessions to help you as you apply your new skills.

Consultancy

If you're considering training more than four people, or have a unique requirement you may want to consider our consultancy and in-house training options.

We can work with you to create a consultancy package to suit your specific needs. Our philosophy when it comes to consultancy is simple - we want to enlighten, educate and support.

Our Master Black Belts have significant experience at senior management level and they'll work with you to identify excellence in your field, and work towards it.

During your consultancy service, we'll teach your people about improvement and give them the tools they need to undertake Business Improvement themselves, so that next time you can make the changes yourself using your own skilled team.

By transferring learning as we go, and providing ongoing coaching, mentoring and deployment assistance, we'll leave you at the end of the contract in a much better position.

The right help, the way you want it

When the General Dental Council (GDC) contacted us in 2015, we'd already worked with them a number of times to deliver training throughout the organisation. But this time, the GDC wanted consultancy support.

The organisation, which acts as a regulatory body within the dental profession, was looking for help with its forecasting process. Although the team had a strong understanding of Lean Six Sigma and other Business Improvement tools, it didn't have the expertise to develop the process from scratch.

However, the GDC was also keen to avoid a

costly 'typical' consultancy contract.

100% Effective was happy to help. We agreed on a couple of intensive consultations at the very start of the contract to get a clear idea of the process, followed by a series of follow-up meetings.

The GDC would be creating its own solution, using its own internal expertise, with arms-length support from 100% Effective to ensure the outcome was robust and effective.

At the end of the contract, the GDC was thrilled with the support and its new forecasting model.

Bespoke Solutions



One size doesn't always fit all. But at 100% Effective, we're uniquely placed to overcome that challenge.

If you can't find the product or service you want from our existing range, we can work with you to create something special for your organisation. All of our training materials are created in-house by our specialist team of subject matter experts, eLearning professionals, writers and designers. This means we can work with you to create the training and development solution you want.

If you have materials but they need improvement, we can recreate them to make them more engaging, interactive and - crucially - help learners retain more knowledge. If you don't already have what you want, but you do have a clear idea of what you need, we can design and create training just for you.

You can create your solution using any of our existing products, online or classroom, and include a mix of consultancy and coaching so that it meets your specific needs.

Create your own eLearning



Just as we can create a bespoke solution, we can also create bespoke eLearning for you. We'll work with you to ensure you have the appropriate Learning Management System, and then use our internal team to create eLearning especially for you.

The level of tailoring is entirely up to you, ranging from simply white-labelling our existing products to creating courses from scratch.

Core courses

Lean Six Sigma Yellow Belt

Duration: approx 10 hours
CPD: 10 points
Online: £200 +vat
Classroom: £795 +vat



Lean Six Sigma Green Belt

Duration: approx 80 hours
CPD: 80 points
Online: £1100 +vat
Classroom: £2600 +vat
2 hours of coaching



Lean Six Sigma Black Belt

Duration: approx 145 hours
CPD: 170 points
Online: £1550 +vat
Classroom: £5125 +vat
3 hours of coaching

Upgrade and intensive courses are available



Lean Six Sigma Master Black Belt

Duration: approx 200 hours
CPD: 250 points
Classroom: £5750 +vat
3 hours of coaching



Lean Six Sigma White Belt

Duration: approx 1 hour
Online: FREE

Learn the basics of Lean Six Sigma and Business Improvement for free, or use it as standard training at your place of work.



Introduction to Lean

Duration: approx 5 hours
CPD: 5 points
Online: £50 +vat



Problem Solving

Duration: approx 8 hours
CPD: 10 points
Online: £150 +vat
Classroom: £600 +vat



Effective Meetings

Duration: approx 5 hours
CPD: 5 points
Online: £50 +vat
Classroom: £300 +vat



Value Stream Mapping

Duration: approx 5 hours
CPD: 5 points
Online: £50 +vat



Core courses

Lean Six Sigma Champion

Duration: approx 10 hours
CPD: 10 points
Online: £200 +vat
Classroom: £795+vat

Also known as Sponsor training



The 7/8 Wastes

Duration: approx 3 hours
CPD: 5 points
Online: £50 +vat
Classroom: £300 +vat



Process Mapping

Duration: approx 10 hours
CPD: 10 points
Online: £150 +vat
Classroom: £600 +vat



Lean Practitioner

Duration: approx 21 hours
CPD: 80 points
Online: £900 +vat
Classroom: £2200 +vat



Visual Management

Duration: approx 10 hours
CPD: 5 points
Online: £50 +vat
Classroom: £300 +vat



Understanding Minitab

Introduction

Duration: approx 7 hours
CPD: 10 points
Classroom: £300+vat

Advanced

Duration: approx 25 hours
CPD: 15 points
Online: £900+vat



Little's Law

Duration: approx 2-5 hours
CPD: 5 points
Online: £50 +vat



Lean 5S

Duration: approx 3 hours
CPD: 5 points
Online: £50 +vat
Classroom: £300 +vat



Learn how to Sort, Set in order, Shine, Standardise and Sustain improvement

Kaizen Training

Duration: approx 25 hours
CPD: 25 points
Classroom: £900 +vat



Consultant Training

Duration: approx 25 hours
CPD: 25 points
Classroom: £900 +vat



The Training Bank

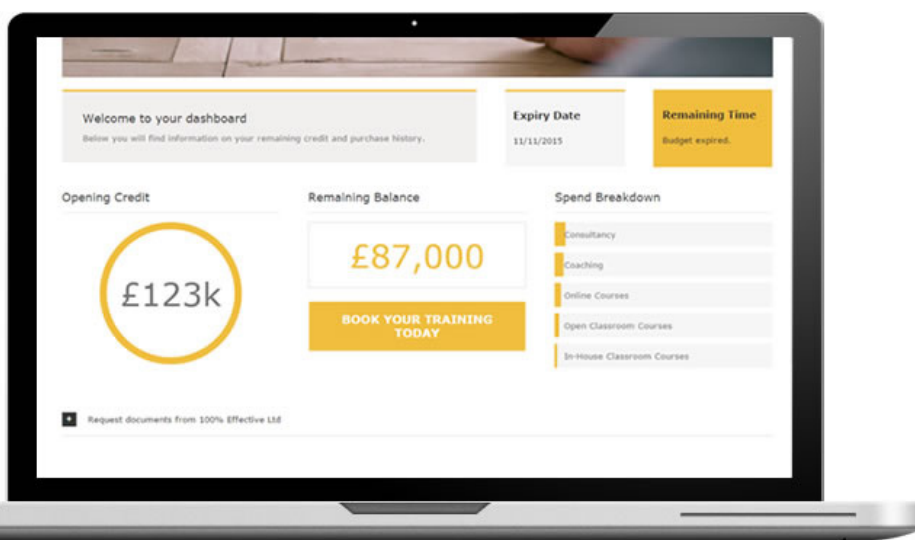
The Training Bank allows you to pre-purchase training credit which you can then draw down on throughout the year, for unlimited training options.

Use your credit for online courses, classroom training, in-house, consultancy, coaching, modular learning or even completely bespoke training solutions, all with the convenience of a single purchase order.

Depending on the amount of credit you purchase through the Training Bank, you'll get up to £23,749 additional training credit absolutely free. No matter how much credit you purchase, you'll be entitled to additional credit that will help your training budget stretch even further!

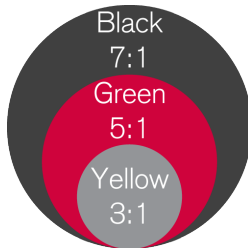
And, as the credit is available across a 12 month period, you can plan your training to fit around your own unique requirements and business obligations.

With over 35 training courses to choose from, and an unlimited selection of bespoke training solutions, we've got whatever it is you need to take the first step to Business Improvement.



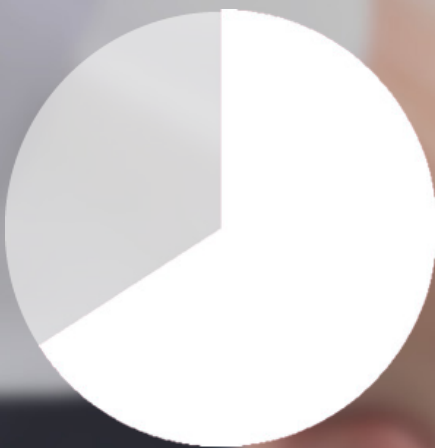
- » Increase your budget by 25%
- » Use your budget on any of our products or services
- » Create your own personalised Business Improvement solution
- » More than 35 courses to choose from

Outcomes



The average Black Belt that we train sees a return on the investment in their training (including time away from the office) of 7:1 on their first project.

For Green Belts this is 5:1 and Yellow Belts it is 3:1.



Two-thirds of our recent Black Belt delegates say taking the training has led to "meaningful change at their company".



Two-thirds of those we polled say Lean Six Sigma training has allowed them to "introduce significant cost savings".



56% say it has personally improved their opportunities and a similar number say it has given them a better professional outlook



Companies with a best in class approach to Business Improvement had average product introduction success rates that were 39% better than all other organisations polled by Aberdeen Group.



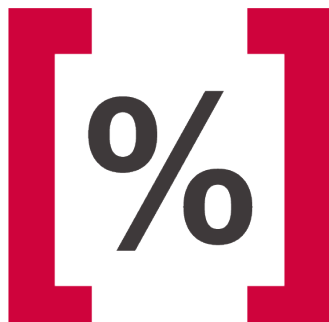
The same study found that those who were effectively implementing Business Improvement were also found to have a customer complaints department that was 84% more effective than other organisations.

The Team

The success of 100% Effective is down to the highly skilled and collaborative team. While there are only nine permanent members of staff, each brings unique skills and experience that enable 100% Effective to offer the most compelling and sustainable Business Improvement training on the market.

Our Master Black Belts are consultants who train and have decades of experience across a broad range of sectors in the private sector, including but not limited to manufacturing, chemicals, logistics, legal and financial services. Our client list covers 18% of the FTSE 250. We've also worked in the public sector, with councils, hospitals, healthcare trusts and academic bodies.

Every single member of our diverse team was recruited for their special skills and their overriding focus on exceptional quality and fantastic customer service.



Further Information

Please visit the 100% Effective website for more information about who we are, what we do and how we can help your business.

www.100pceffective.com

Alternatively, you can contact us on any of the following platforms:

Phone

0800 066 3749

Email

Contact@100pceffective.com

Address

100% Effective,
Raylor Centre,
James Street,
York,
United Kingdom,
YO10 3DW



facebook.com/100pceffective



100% Effective



@100pceffective

100% Effective