

Steve Palmer, Director, WLP

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Successful **change and performance improvement consultant** and **project manager** with substantial experience in manufacturing, service and the public sector. *With key skills and global experience in strategy development, business development, new product introduction, Systems Thinking, Continuous Improvement and Six Lean Sigma Steve is committed to skills transfer and delivering results with people at all levels in any organisation.*

KEY SKILLS

Strategic and Business Planning

- A systematic approach to developing organisational vision and strategy taking account for the need to gain buy in. This approach not only engages and aligns the organisation but improves morale and develops approaches and solutions beyond those identified by more traditional approaches.

Business Mentoring

- Highly successful mentoring and coaching of business owners to improve financial performance of their business.

Product, Process and Performance Improvement

- Many years experience of delivering training and sustainable bottom line, product quality and customer service improvement using Lean, Lean Six Sigma and Systems Thinking in both the public and private sectors, in the UK, Europe and North America. These are worldwide recognised systematic improvement methodologies.
- Trains, mentors and coaches people to enable them to develop their expertise and deliver results themselves. Aligns training with the needs of organisation where appropriate.
- Comfortable working from board level to shop floor.

New Product Introduction and Project Management

- Provides new product, business and improvement project management to ensure objectives are delivered as quickly as appropriate.
- Mentors and coaches people to enable them to develop their project management skills often resulting in step change performance.

Service Improvement

- Focusing on the customer the improvement looks to identify and eliminate waste, rework and then streamlining processes to service customers in a way that impresses at lower overall cost.

Change Management

- Any improvement project creates change. People react in many ways to change. Good change management is critical to successful delivery. Backed by a wealth of experience guidance, mentoring and coaching is given to enable successful change.

Complex Problem Solving

- Support to or management of complex problem solving or improvement projects within and across organisations.

Training and Development

- Covering Lean Six Sigma up to Black Belt, both in house and on public courses together with skills such as project management, new product design and introduction. Mentoring and coaching support is available post training.

CAREER HISTORY

With a 1st class Process Engineering degree from Imperial College, London, Steve spent nearly 20 years working for ICI in a number of roles covering research, design, production problem solving, technical management, acquisition and integration. Steve then became Operations Director for Porvair Ceramics Ltd. During this time he was accredited as a Lean Six Sigma Black Belt. Steve became self employed for 5 years, trained as a Master Black Belt, and successfully sold into and applied these skills in areas as diverse as Social Services and agricultural seed processing creating £5+m benefits. Additional experience was gained in strategy development, implementing culture change and delivering step change improvements globally across multiple sites working full time for Germains Seed Technology. Steve has been a full time consultant since 2004 with many successful business, public sector and manufacturing performance improvement projects under his belt using Lean, Six Sigma and Business Improvement.

Personal Information

Steve lives in King's Lynn, Norfolk with his partner Sarah. He spends his spare time enjoying dancing, photography, the great outdoors (walking, canoeing and cycling) and keeping the garden looking good.

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