



the arnold consultancy

joined up thinking for business

“The Arnold Consultancy’s methodology helped us to define and implement our business processes and IT systems so that they directly address the needs of our members, and of the other stakeholder groups who are important to our business efficiency. As a result we are now uniquely well placed to service our members throughout their careers, and into retirement.”

Farrukh Mirza CEO, Dentists’ Provident Society.

“The Arnold Consultancy undertook a project to improve our business processes and the management information which provides control over them. As a result Pharmaceutical & General have become more efficient and better placed to maintain the provision of high-quality service to both existing and new members alike.” John Mather CEO, Pharmaceutical & General.

The Arnold Consultancy has more than a decade of experience working with Friendly Societies, and endorsements like those above show that our associations have been successful. There have been a number of major contributors to that success, not least the commitment of the relevant Societies’ Chief Executives to embrace change in order to build on what has invariably been many years of service to their members.

The fit between the ethos of the Societies and the Arnold Consultancy’s methodology is another significant factor. Friendly Societies exist for the benefit of their members and must be successful in order best to serve them. The Arnold Consultancy considers the clearly defined ‘expectations’ of the members and other stakeholders, and, along with the client’s team, we design processes which will deliver against those expectations in the most efficient possible way. That, in turn, maximises the return to the Society, which then further benefits the members in a virtuous circle.

Companies do not have to be facing difficulties in the marketplace for process redesign to make good business sense. Not changing – sticking to tried and trusted ways – is much more dangerous in today’s business environment than seeking to improve upon what appears to work well, or at least adequately, and the longer a company has been operating its processes with little alteration, the more that change is required to maintain and improve efficiency and customer satisfaction, and to attract new members.

The changes do not have to be large. The outlay on IT does not have to be great; it may very well be zero. In even our smallest projects we have identified beneficial alterations. Breakthrough change, though, can only be achieved by redesigning processes, and their support systems.

Mergers bring with them significant change, and are likely to play an increasingly important role, but there is a great danger in imposing one entirely homogeneous, and pre-existing set of procedures across the new entity. The chances of success will be much greater if the processes of each party are considered and adjusted not only to address the requirements of their similar, but distinct, stakeholders, but also to remove any inherent inefficiencies which the parties might bring with them.

Whatever change you are considering, or if you just want to explore the options, we would welcome the chance to talk to you, and perhaps, subsequently, to work with you to make a real difference.

Contact us at enquiries@arnoldconsultancy.co.uk or on 020 8405 0281