

Innovation and Re-engineering training for Service Firms

Courses available

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Codexx Associates Ltd
3-4 Eastwood Court
Broadwater Road
Romsey, Hampshire, SO51 8JJ.

Tel +44-(0)7766 525433
Email: innovation@codexx.com
www.codexx.com

codexx
energizing change



Our training is built on our innovation experience in knowledge intensive services

- We have consulted to many knowledge intensive service firms in sectors including legal, financial services, insurance, environmental, management consulting and technical services since 2002. Such services are high value and typically high complexity – and innovation is increasingly on the management agenda.
- We have re-engineered 20 legal services since 2007 - achieving direct cost reductions of 25-75% and also revenue growth.
- We have run innovation training and ideation workshops for firms in the services and industrial sector.
- We have assessed the innovation health of firms in the industrial, legal, financial and insurance services using our 'Foundations for Innovation (F4i) assessment approach developed with the support of Imperial College Business School in 2006.
- We have performed studies of Innovation in the industrial and services sector across the UK, Germany and Denmark, working with Imperial College London, Exeter, Leipzig and Aalborg Universities – this helps build our understanding of best practices and key challenges in innovation.
- We actively seek to identify innovation best practices from our consulting, studies and research that can be effectively applied in new sectors.
- Our associates include highly experienced innovation consultants and academics who consult, research, teach and write on business innovation.

Some of our clients



Details of training courses available

Course name	What is covered	Days	Attendees (max)	Course Price
in1: Effective innovation	Understanding of key practices for effective business innovation that are relevant to service firms. This course includes cases and studies of innovation in service firms, gets attendees to review the innovation 'readiness' in their own firm and review their own innovation capabilities.	1	16	Contact us
in2: Innovation methods	Trains attendees in practical approaches for leading innovation, applying a total of 17 methods by working through an innovation cycle targeting selected internal areas. It also addresses approaches and challenges in services innovation.	1	16	
in3: Leading innovation	A programme targeted at internal innovation champions to provide them with the understanding of innovation management and practical experience in leading innovation, applying a number of key innovation methods (17 in total) and dealing with typical innovation challenges. This programme was designed for knowledge intensive service firms and covers both courses in1 & in2.	2	16	
re1: Introducing Lean & Re-engineering for service firms	Introduce the methods and approach for performing lean-enabled re-engineering in service firms, supported by case studies. The benefits achieved and challenges encountered in these projects are covered from our practical experience.	0.5	16	
re2: Lean & Re-engineering for service firms	Give attendees a practical introduction into the why? and how? of dramatically improving the operational processes and services of service firms. This course provides a more in-depth view of applying lean and re-engineering in firms than re1, with detailed case studies and more hands-on experience of key techniques.	1	16	
Custom training	As part of Codexx consulting in re-engineering and innovating knowledge-based services and helping firms develop their innovation system, we provide custom training, mentoring & support on a fixed-fee, retainer or daily rate basis.	Tailored for client requirements.		

Notes

1. Training is performed at your selected office location.
2. Course materials (in pdf form) are included in the price.
3. Prices shown are by course and are subject to the addition of travel and accommodation expenses + VAT.

Your trainer and client references

The training would be delivered by Alastair Ross.



Alastair Ross is Director of Codexx and has worked and consulted with service and industrial businesses world-wide in business innovation and re-engineering for over 25 years. He was previously a Principal in IBM Global Services, Managing Director of Supply Chain Analytics and established Codexx in 2002. Alastair has a BSc from Southampton University and an MSc from Imperial College, London and is a Chartered Engineer. He has written and spoken widely on business innovation and has been published by McGraw-Hill and Gower. His latest book *'Innovating professional services – transforming value and efficiency'* was published by Gower in May 2015. Alastair is also a guest lecturer on service innovation for the *MSc Strategy & Innovation* programme at the University of Southampton. He has delivered education and training courses in innovation and re-engineering for many knowledge intensive firms and organisations such as Lexis Nexis, Thomson Reuters, CIM and Ark Group.

Alastair has consulted internationally for major businesses including Allianz, American Express, Barclays, BLM, Bevan Brittan, Blake Morgan, British Airways, Burges Salmon, DuPont, Fidelity, GKN, Grundfos, IBM, ICI, Legal & General, Lego, Mills & Reeve, Nabarro, Norton Rose Fulbright, Pinsent Masons, QinetiQ, Siemens, Volkswagen.

Client references:

"We engaged Codexx to help us develop our global innovation capabilities. Their approach was highly collaborative, insightful and practical and provided us with a valuable input to the improvement of our innovation system."

[Andrew Sims](#)
Innovation Manager
Allianz

"Codexx worked closely with us to help us develop our firm-wide innovation process, management system and scorecard. This has given us a very effective process for developing innovative ideas into new services or ways of working."

[Alison McClure](#),
Business Transformation Partner
Blake Morgan

"Codexx helped us establish and run a programme to enhance the delivery of our legal services. They supported the re-engineering of four of our services and we can see significant and measurable benefits from the services that have completed the programme."

[Duncan Weir](#)
Managing Partner
Bevan Brittan

For more information about
any of our courses and to see
course agendas, contact us:

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Website: www.codexx.com