



Ben Simpson

Ben has drawn on years of business improvement experience in manufacturing to refine a 'systems thinking' improvement methodology tailored to service organisations and service functions. The methodology leads to the delivery of improved customer service, with less delay and reduced cost, whilst at the same time improving the morale of those involved.



Ben's focus on involving those who work in the system has enabled him to bring together disparate groups from elements of complex systems and draw out the common areas of challenge and opportunity. He has coached and facilitated change in organisations engaged contractually, but whose relationship and focus has become centred on 'what the other party is doing wrong' rather than 'working together to do things right' for the ultimate customer, crucially involving the customer in developing the solution.

In the public sector Ben's clients include Devon County Council, Julian House, NHS, Places for People, Royal Mail, and Serco (effectively public sector). Ben has also experienced Policing at the sharp end, courtesy of the Ride Along Scheme.