



Trish Melton, MIME Solutions Managing Director (centre), pictured with MIME Consultants Andrew Roberts and Victoria Bate and her ISPE 'Distinguished Contribution' Award.

MIME Solutions Wins Prestigious ISPE Award

The 2006 UK ISPE awards dinner was held on November 9th in Bournemouth. Dr Trish Melton of MIME Solutions was honoured with a 'Distinguished Contribution' award.

Trish is a long standing member of ISPE, and actively supports the organisation in several areas. She is the current and founding chair of the Project Management Community of Practice (COP) committee. She is a co-leader and

regular speaker at European and North American conferences, and supports the UK affiliate.

"To be recognised by one's peers is important in any industry so I am particularly delighted to have received this award from ISPE" Trish remarked.

"I hope that people will be encouraged by awards such as these because it is through working together, sharing

knowledge and resources, that our industry can work towards best practice."

ISPE (International Society for Pharmaceutical Engineering) is the world's largest not for profit professional society serving pharmaceutical manufacturing professionals. For more information visit the ISPE website at www.ispe.org

...And The Nominations Are!

MIME Solutions had an exciting start to 2007 when we heard that the company had joined the list of only 8 nominations for the best 'Small Industrial Company of the Year' at the Best of British Industry Awards.

Founder and Managing Director, Dr. Trish Melton joined leading figures from British business at the awards ceremony, which took place in the dramatic Turbine Hall at London's Tate Modern on Thursday 8th February.

Trish commented, "We were thrilled to hear about our nomination for the Small Industrial Company award. Management consultancies often have a reputation for stealing someone's watch to tell them the time. When I set up MIME Solu-

tions, I wanted to solve a client's problems fast, not add to them. Our business is built on the foundations of agility, simplicity and innovative solutions. Such industry recognition within three years demonstrates that we are delivering on these key objectives."

Trade and Industry Minister Jim Fitzpatrick MP gave the keynote speech and guests from companies across the UK mingled with industrial associations, universities and representatives of the media and city in the huge Turbine Hall, before heading to dinner and the awards ceremony.

Although MIME Solutions did not come away with the award, the excitement of being nominated



alongside an incredibly strong field was certainly one of the early highlights of the year for the company.

The Best of British Industry Awards were also the subject of a Sunday Times Supplement (Feb 11) in which all the short-listed companies were featured.

AMEC's Best of British awards aim to recognise UK businesses that demonstrate competitiveness through innovation, investment in skills and improving productivity and efficiency. More information on the Best of British Industry Awards can be found at: www.britishindustryawards.co.uk

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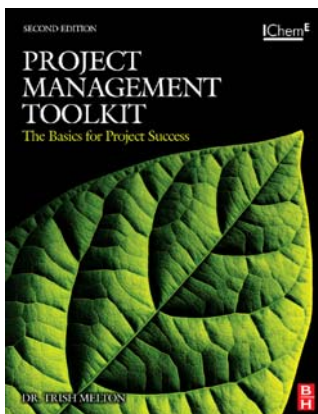
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Trish's T15 windsurfing students at a junior race competition, sponsored by MIME Solutions.



Claudius Cole, Principal Consultant for Claudius Consulting.



The second edition 'Project Management Toolkit', out in 2007. This is the first in a series of books due out this year (below).



Who We Are

Dr Trish Melton is the founder and Managing Director of MIME Solutions Ltd. A chemical engineer working in the pharmaceutical industry for over 15 years, Trish identified a market position and established her own consultancy company in 2003.

She saw an opportunity to apply lessons and principles learned there to a wider business scope.

"My background in chemical engineering has taught me to take a straight-forward approach to problem solving. We promote innovation and competitiveness through a more scientific 'cause and effect' way of thinking within all businesses."

Trish is also a keen windsurfer, who holds an RYA (Royal Yachting Association) instructor

qualification. She coaches and sponsors children from the Cheshire area in the 'Team 15' junior race competitions. She may also be found in a local pool / lake / forest or muddy clearing training for the next sprint triathlon event!

For more information on MIME Solutions, please visit our website at: www.mimesolutions.com or call us at +44 (0)1829 759 272.

Our Associates



Two of the founding principles of MIME Solutions are agility, and simplicity. To reflect these principles internally the company uses a lean operating model, with an active managing director and the use of associate companies. In this issue we profile associate Claudius Consulting. Claudius Cole is the Principal Consultant, providing Six Sigma, Lean Manufacturing and Total Productive Maintenance (TPM) training and consulting services.

Claudius Consulting has achieved recognized practice status through the Institute of Management Consultancy (IMC) which is the custodian of professional standards for management consultants. Their

six sigma, lean and TPM experience and client centered approach have enabled the company to successfully facilitate major cost and lead time reductions and quality improvements within a range of manufacturing and service sector organisations.

When a client is considering a company or business unit-wide deployment of lean six sigma, MIME is able to use associates, like Claudius, to build an effective training and consultancy team.

- Client resources can become certified lean six sigma 'Black Belts', thus supporting the ongoing sustainability of lean six sigma in their organisations.
- Client's supply chain can be

evaluated and improvement opportunities identified.

- The management of the improvements can be facilitated by experienced 'practitioners' using best practice project, programme and change management principles.

Andrew Roberts, of MIME Solutions commented "Claudius has a real 'common sense' approach which fits with how we deploy lean six sigma".

Apart from his own expertise Claudius also has access to other associates who can support the MIME/Claudius lean six sigma deployment approach.

Second Edition PM Toolkit Published

Following on from the success of Trish's first book **Project Management Toolkit**, a second edition will be published in May 2007.

The book provides to the point, brief, and entirely practical route maps for project success. Visually led, the tools it presents are a great resource for anyone undertaking technical project management.

"The real power in this book comes from using it as a reference tool ... have it readily to hand as you manage a project ... powerful (tools) for business change processes" - Bill Wilson, Programme Manager, Projects

Group, AstraZeneca.

It is of use for those starting out in project management, is ideal for students as a university textbook, and is also an indispensable reference for established project managers.

In addition, the toolkit will be expanded into a series of project management books aimed at guiding readers through the key life-cycle stages that lead to effective project management.

Successful projects are the basis of the business or operation of many organisations, but often professionals lack the basic skills required to approach and manage projects successfully. The books

provide simple and effective resources that deliver these skills, which will impact positively on the success of the reader's role and ultimately in the bottom line of their organisation.

Coming Soon, **Real Project Planning: Developing a Project Delivery Strategy** expands on tools presented in the toolkit, providing real life case studies that demonstrate their application. Primarily written from the perspective of engineering projects within the process industries, the second title will also support project managers in many other disciplines. For more information visit: <http://books.elsevier.com/IChemE>

MIME Solutions 2007 Events Schedule

Date	Event	Location	Topic / Role
Apr 16-17	ISPE Paris Conference 1. Project Management - Facing Today's Challenges 2. Design Space	Paris, France	1. Hot Topic - Can We Do It Any Faster? 2. Design Space - What's The Link to the Project Process?
Apr 26	ICHEME - Bio Project Success	Warrington, UK	What are the Key Issues with Bio Projects and how do I Tackle Them?
May 16-17	ICHEME Global Forum 2007 Project Change Management Seminar	London, UK	The Impact of Business Change on Professional Engineers
Sep 17-20	ISPE Training Event	Dublin, Ireland	Facility Project Management in the Regulated Pharmaceutical Industry
Nov-15	ISPE UK Annual Meeting - Manufacturing Excellence - Leveraging the Value of Experience	Manchester, UK	Current Issues and Hot Topics in Pharmaceutical Project Management
Nov 28-29	ISPE Amsterdam Conference - BPC (API) Baseline Guide	Amsterdam, The Netherlands	New Guide Review and Workshop Conference Lead and Workshop Facilitation

MIME Solutions will also be holding a series of public and on-site training workshops related to the Project Management Toolkit.
For more information contact: v.bate@mimesolutions.com



Trish Melton of MIME Solutions Ltd. Speaking at the World Congress in Chemical Engineering in July 2005 (Glasgow).

“The whole group are taking more responsibility and the performance of the team has improved considerably” ... MIME’s approach (is) an effective method to engage individuals and motivate them to design and own sustainable solutions.”



Manley Mere, one of MIME's off-site event venues, set in the heart of the picturesque Cheshire countryside.

Communication is Key (A Case Study)

The following case study is taken from the MIME portfolio and demonstrates the benefits of focussed and facilitated team development time.

The Situation

A maintenance team was experiencing communications problems. On several occasions this had led to delays in providing critical support to customers, minor disputes between team members, decreased individual performance and an overall feeling of de-motivation amongst the team.

The team leader wanted to keep the team together but this was looking increasingly unlikely—he came to MIME Solutions looking for ideas and help!

The Assignment

Through review and diagnosis of the situation it became clear that new customer requirements had necessitated a different way of working i.e. a leaner approach to work organisation and delivery, plus a more cohesive team with clear responsibilities.

As the change had not been

acknowledged it came as no surprise that there were problems. MIME designed a one day team event with three main goals:

- Allow the team to recognise the magnitude of their problems
- Allow them the opportunity to design the solutions
- Allow the team to get to know each other again and have some fun

Integral to all three goals was facilitating team communication.

The Outcome

MIME used one of its off-site outdoor locations for the event, Manley Mere, near Chester, and developed a series of activities which simulated their new ways of working. Initially the ‘game’ demonstrated that even under simulated conditions the team were in disarray. Nobody listened to one another, there were no shared goals, no-one thought of the customer and activities were either not done or only partially completed.

On review, the team were shocked at their behaviour and 110% behind some initial root cause analysis and then redesign. Although the team accepted that they had more work to do to resolve all their problems, they recognised that communication was key!

The Benefits

After a day’s work the team concluded that they now knew the issues and were all committed to their resolution.

Post team day feedback has been positive. The team leader commented “The whole group are taking more responsibility and the performance of the team has improved considerably” The improved performance was measured in terms of increased responsiveness to customer needs and internal team process effectiveness.

MIME’s approach to diagnosing and solving team development and communications issues has proven to be an effective method to engage individuals and motivate them to design and own sustainable solutions.

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Harlequin – A masked character with agility and a wonderful simplicity that enabled him to achieve unforeseen and startling effects

Company Profile and Services

The Profile

Melton Integrated Management and Engineering Solutions (MIME Solutions Ltd) was formed in November 2003 by Dr Trish Melton. It is a management consultancy business working within a variety of industries, e.g. Chemicals, Pharmaceuticals and Healthcare.

MIME Solutions services comprise three main categories: **Project Solutions** **Business Solutions** **People Solutions**

The portfolio ranges from Business and Project Management support services to team building, training and organisational review support. MIME is focussed on the effective solution of business challenges - whether related to a specific project or programme, an organisational change or an interim business solution. MIME supports the identification of issues and the implementation of appropriate, sustainable solutions.

MIME capability is based on the extensive experience of its employees and associates and covers:

- Engineering capital projects – delivered globally within chemical and pharmaceutical industries
- Business improvement programmes – using lean six sigma processes and best practice change management
- Business strategy development—incorporating business planning tools / methodologies
- Team development, coaching and individual capability development
- Training – project management (Pharma and generic), lean six sigma, change management

The Clients

MIME clients come from a variety of industries e.g.

- AstraZeneca
- BRITEST Limited
- GlaxoSmithKline
- ISPE (International Society for Pharmaceutical Engineering)
- Barts and The London NHS Trust

The Assignments

The majority of the assignments are confidential in nature however they generally involve:

- Project or programme strategy development and project or programme health-checks
- Business change, risk assessment and business planning
- Team training, coaching and mentoring (various areas of capability)

The Philosophy

MIME philosophy is bounded around the following principles:

Agility – Clients need an agile response and MIME will only take on work where we can achieve this – either through directly employed consultants or associates.

Simplicity – We want to develop simple solutions that can be owned by our clients – this supports a sustainable approach and one which helps the client to be “self sustaining” as soon as is practical. The goal of a MIME consultant is to develop a solution and leave a legacy of sustainable success.

Innovation – Every clients need is different and whilst some similar approaches, methodologies or tools may be suitable we also consider new or adapted approaches, customised for a specific issue.

Solutions – MIME exists to solve problems for our Clients not to just highlight where the problems exist