

High Impact Management Consulting





- ***Founded in 1998. Registered and based in Hong Kong***
- ***Core services:***
 - ***Strategic Planning***
 - ***Service & Productivity Improvement***
 - ***Culture Building***
 - ***Baldrige Assessment***
 - ***Management Development***
- ***Our clientele includes multinational corporations, listed and private companies, government offices and non-profit organizations***

The Engagement Process



The High Impact Way Consulting for Client Results

The Partnership Building Phase

Clarify
Client Needs

Define
Outcomes to
Achieve

Propose
Approach

Confirm
Engagement
Details

Create Results

Confirm
Achievements

Monitor Progress
& Achievements

The Change Creation Phase



Strategic Planning – ASPIRE Roadmap



- The ASPIRE approach is systematic and easy to follow, which also helps develop competencies on strategic management
- Engages top and middle management teams to create high quality plans with ownership and commitment
- Responsive to business changes: Progress review and strategy refinement mechanism embedded

Strategic Planning



- With a carefully formulated plan, a restaurant chain has achieved aggressive expansion plan with exceptional financial performance even during economic downturn.
- Our consultants facilitated Civil Engineering Department in its strategic planning exercises in 1996, 2001 and 2006, which helped the senior team of the department align on the long term development roadmap.
- An NGO formulated and thoroughly executed its strategic plans that helped it continuously improve its service level and expand service scope, thus being able to secure its leadership position in the field in the last decade.

Success Cases





CRACK

Performance Breakthrough



- Creates quick and high impact results
- Proven methodologies
- Instills the improvement mindset and develop staff's skill-set

Productivity Improvement



- The productivity of a manufacturing plant has improved over 10% in a 12-month period, generating over 50% improvement in profit.
- The order fulfillment lead time of a multinational corporation has been reduced from 16 days to 6 days.
- The health check report preparation lead time of an NGO has been shortened from 27 days to 14 days within 3 months without extra resources needed.
- The one-week fulfillment rate of a service installation process has improved, without additional resource investment, from 11% to 100% within 2 months.

Success Cases



Culture Building



- Clarifies corporate core values and culture
- Realizes desirable culture through observable actions
- Integrated intervention to nurture long term culture

Culture Building



- A government department successfully developed a continuous improvement culture through the nurturing of “Change Facilitators”, who contributed to the implementation of dozens of improvement initiatives.
- The workforce of an NGO has initiated more than 400 improvement projects within a 3-year period as a result of the culture building efforts driven by the top management team.

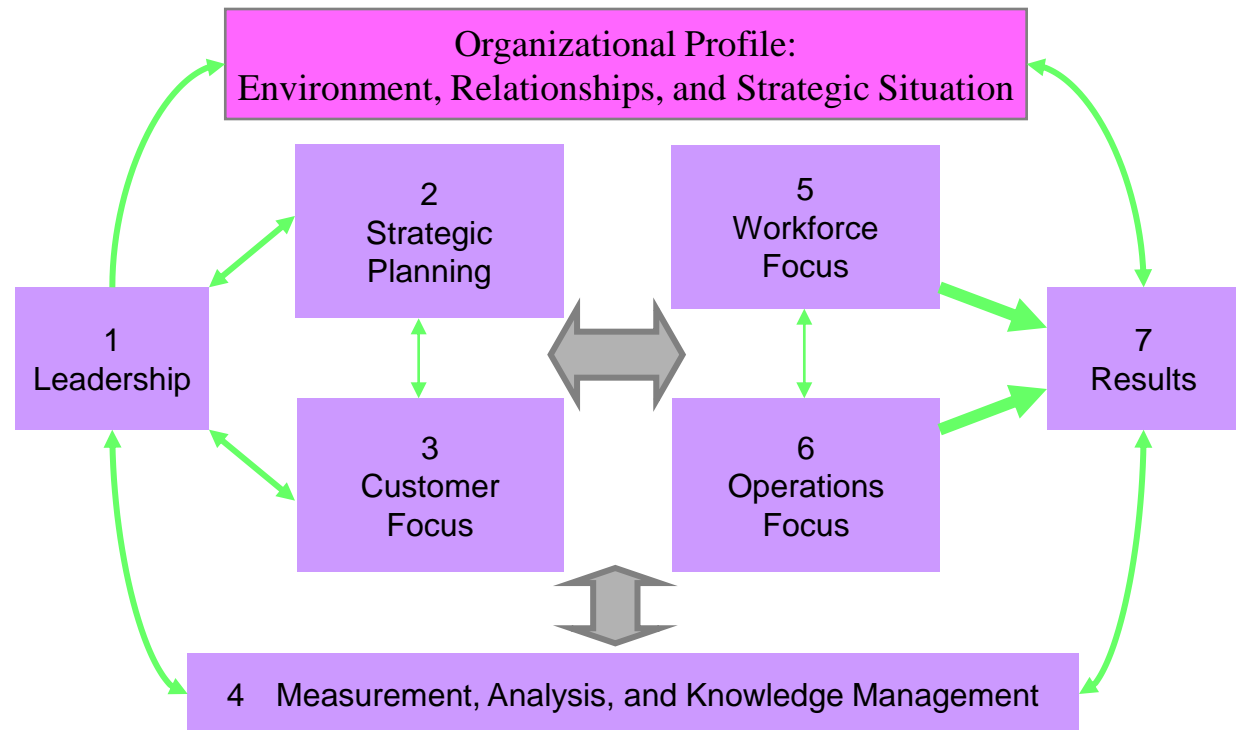
Success Cases





- Applying the world renowned Baldrige National Quality Award criteria to assess your organization performance and identify opportunities for management system improvement

Baldrige Criteria for Performance Excellence Framework



Baldrige Assessment



- We helped launching the annual Baldrige Assessment exercise in a public listed company that contributed to its management system enhancement efforts. It was later awarded the Quality Award - Gold Award, by the Hong Kong Management Association.
- We introduced the Baldrige Framework to the Hong Kong Society for the Aged (SAGE) in 2003, and conducted annual Baldrige Assessments from 2003 to 2007 to identify improvement areas in its management systems. SAGE leveraged on the assessment results to continuously enhance its management systems. Subsequently, it became the first NGO awarded the Quality Award - Bronze Award in 2007, by the Hong Kong Management Association.

Success Cases



Management Development



- Mindset change is as important as knowledge acquisition in training and development
- We apply leading-edge techniques, including Neuro-linguistic Programming (NLP) and Action Learning, to maximize the impact of our programs
- We select the appropriate models that work
- Our consultants share first person project experiences on how to apply management knowledge and skills in the real world

Management Development



- A client leverages on our highly successful Process Improvement Workshop to generate more than 100 improvement projects, yielding impressive results.
- We developed tailored programs to develop top and middle managers to lead and support the growth and development of their respective businesses.

Success Cases



Client Commendations



Starting with an Order Fulfillment Project in 2005, High Impact Management Consulting Limited has become a crucial partner in our pursuit of breakthroughs in operational efficiency and managerial excellence. High Impact has delivered not only BPR projects, but also facilitated our first Strategic Planning Exercise, as well as giving coaching and training programmes to our senior executives.

It is our great pleasure to work with Mr Dicky Chou and Mr Lee who are resourceful, professional and approachable.

Otis Ku, Chairman
Sun Hing Vision Group Holdings Ltd.



Client Commendations



May I express my gratitude for your good effort of designing and conducting seven “Business Process Improvement” training workshops for our management staff since 2006.

We are indeed very pleased with the very positive feedback from our participants. They expressed that they learnt a lot from your valuable sharing and enjoyed the workshops. Your expert delivery of both theories and practical examples not only enhanced their understanding of process improvement, but also enabling them to apply the process management skills to improve efficiency and effectiveness at their workplace.

Tom Chan, Senior Training Officer,
Kowloon-Canton Railway Corporation
(now merged with MTRC)



Client Commendations



I am writing to express my sincere thanks to you for your excellent facilitation in the above programme (Empowering Leadership)

Mr. Cephias Kam, Training Manager
OGCIO - The Government of HKSAR

The importance of teamwork and communication amongst team members were well demonstrated through meaningful games and discussions. Once again, thank you for all the hard effort...

Mr. John Hui, Chief Commissioner
Scout Association of Hong Kong



Client Commendations



Working with High Impact has been a fruitful experience. Apart from rich knowledge in management, the Consultants possess a wide perspective to diagnosing their client's (organization's) problems. They work efficiently and professionally, keeping close to their client's pace. They communicate effectively in a straightforward approach, always timely in alerting their client what to follow up without imposing their views.

Mr Tik Chi Yuen, Executive Director
The Hong Kong Society for the Aged



Client Commendations



Mr. Dicky Chou and Mr. Lee of High Impact are professional, reliable and helpful...

With their professional insight and systematic approach, our team has been trained up to develop strategic thinking in the formulation of a comprehensive blueprint...

Mr. Francis Lau, Executive Director
The Chinese Manufacturers' Association of Hong Kong



Client Commendations



與雋博管理顧問有限公司兩位執行董事仇德基先生及李先生攜手合作誠然是一件樂事。在擔任我們的管理顧問的過程中，他們不單把一些有關優質管理的概念透過培訓灌輸到各部門中；更與我們一班TQM委員共同總結了公司內各管理範疇上的優點與缺點，讓我們在推行各改善項目上有更明確的焦點。

劉偉文先生 - 品質系統管理部高級經理
旭日企業有限公司



Our Prestigious Clients



Civil Service Bureau
The Government of the Hong Kong Special Administrative Region



RICOH



香港特別行政區政府
土木工程拓展署



香港賽馬會
The Hong Kong Jockey Club



bossini



香港特別行政區政府
政府資訊科技總監辦公室



Dicky Chou

Founder and Executive Director



- ***MBA, BSc(Eng)***
- ***Director, Institute of Industrial Engineers (Hong Kong) 2008-2012***
- ***President, Institute of Industrial Engineers (Hong Kong) 2007-08***
- ***Ex-Honorable Advisor of Caritas Family Crisis Support Centre***
- ***Senior Member, Institute of Industrial Engineers***
- ***Veteran of Strategic Planning, Process Reengineering, Change Management and Baldrige Assessment***
- ***Co-author of the books 《變革現生機》 and 《流程改善自學教材套》***
- ***Blog - <http://dickychou.blogspot.com/>***

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