



Inhouse Workshop Testimonials

James ran a very successful lean auditing workshop for us, working in close collaboration with my team and I. It was instrumental in surfacing a number of opportunities to improve our team ways of working and has helped us make improvements in our productivity and value adding contribution. James is to be highly recommended.

Garry Rollason, Head of Internal Audit, Worcs & Warks shared audit service

James had conversations with us and read through our existing methodology documentation, before proposing an agenda and associated materials for a workshop. We had a very enjoyable and energising time, and James' experience and facilitation style helped us to identify a raft of efficiency ideas, two of which we prioritised and worked on in more detail at the workshop itself.

Julian Pratt, Audit Portfolio Manager, Centrica

We invited James to look out our ways of working from a LEAN perspective, and help us focus on those key areas where we could make real improvement, both for us, as an audit team, and for our customers. James worked closely with one of our sub teams, getting to the root causes of our concerns, and then facilitated a workshop day for the whole partnership where we explored the issues and came up with agreed ways forward. James was energetic and engaging; he clearly knows what gets in the way of organisations being lean, and helped us develop an action plan that we know will deliver results.

Robert Hutchins, Head of Partnership, Devon Audit Partnership

James worked with me to turn around an internal audit department and bring it up to date. Over the course of six months he worked tirelessly to help me establish a new strategic direction and implement new processes, reporting etc. James brought very strong project management skills and a clarity of insight to the project. He was extremely effective at simply getting things done and maintained his sense of humour during what was a challenging time for all of us. I am pleased to say that we met all the deadlines and the department is now functioning as it should.

Greg Coleman, ITG PLC

I am a Head of Internal Audit for an investment platform in the City. I use James to provide a specific tailored training program for the audit team. James and I discuss in advance the exact training requirements and he then visits our office to facilitate and deliver the training to develop the audit team's business understanding and auditing techniques. James is able to provide this as an ongoing tailored program meaning he understands our business and the audit team's strengths and development needs – therefore the training evolves and fits exactly the needs of the audit team. Furthermore, James is able to provide me, as Head of Internal Audit, with coaching and advice on how to do my job better. I highly recommend James because of the high quality advice and training he has provided to me and my team. James has been a major contributor to the significantly enhanced performance of the audit team and to my own improved individual performance as a senior business manager.

City Investment Platform



James was really engaging from the start. Interesting to note that delegates shared many of the same problems. Solutions offered were simple and effective. Staff who attended all benefitted and came back to the office full of ideas and enthusiasm.

David Harwood, Head of Audit, Huntingdon CC

Thank you for the excellent day... The day that you provided was tailored to our requirements, included sufficient details on how lean can add benefit to the workplace, was provided very professionally whilst enabling it to be a fun day!! The feedback from staff on the day was excellent. They confirmed that they feel equipped and confident to use a Lean/Risk based approach, which is down to the delivery of the information you provided.

Helen Jones, West Yorkshire Audit Consortium

James has helped me and my team in a number of areas. This has all been done in a positive and supportive manner, helping the team to embed learning from these sessions.

I contacted (James) for advice. Not only were his ideas very constructive, his approach was very professional yet carried out in a friendly, easy going manner which greatly helped my understanding of the issues involved. James was then always happy to deal with any follow up queries I had and he helped to fine tune and discuss the approach with the rest of my team who similarly very quickly formed the same positive view of James's style and manner. We have recently introduced this new approach into my authority and the results and comments to date have been very encouraging, thanks in no small way to James's advice and assistance. I would have no hesitation recommending James to anyone.

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James worked with me to produce a bespoke lean systems workshop. All delegates found that James's delivery to be excellent and the content was interesting and thought provoking. An enjoyable and informative day.

Graham Harrison, Audit Manager, Dudley

Your workshop differed so much because it was shot through with pragmatism and delivered in a refreshingly jargon free manner. Most of the stuff we do as auditors is common sense and there is no need to dress it up as pseudo-science hiding behind meaningless management speak – yet too many on the speaking circuit do just that. I thought you got to the heart of the matter in a very clear and direct way; you helped crystallise some thoughts I have been having recently and offered new insights that I was not familiar with.... So a thoroughly good session, one of the best I have been to for a long time.

Des Kirkpatrick, Network Housing Group