

Case study

The Qualitech Group



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The Qualitech Group is an organisation that offers a total print service from brief, design to final production and completion for a large array of printed products – including 3D images. Since its inception over 20 years ago it has grown through acquisition and customer growth from a small family business to a limited company employing over 120 people.

In 2001 Arc People Development was asked to contact The Qualitech Group to discuss management development for the first-line managers. As with many organisations, as Qualitech has grown over the years, people have been promoted to management positions with little or no development or support to take on the new role.

This was been identified by the Managing Director as an urgent development need for the organisation's continued success by enabling managers to:

- Take on a degree of autonomy and responsibility in their role
- Recognise their role within The Qualitech Group
- Recognise their role in relation to their team of people and their colleagues.

A programme of workshops was devised to address these needs, as follows:

- Effective Leadership
- Improving Communications
- Building an Effective Team
- Delegation and Time Management
- Problem Solving and Decision Making
- Employment Law in the Workplace
- Effective Coaching
- Running Successful Meetings
- Conducting Performance Review Discussions
- Interviewing Techniques
- Presentation Skills
- Personnel Practices

The half day-workshops were held no less than two weeks apart. During the interim time it was then possible for participants to carry out a task or exercise to encourage transfer of skills and knowledge into the workplace in an effort to change attitude and behaviour.

As part of the development programme, the management teams identified and put into place work-based projects to improve their management of people and processes within Qualitech.

These projects are still on going, and include areas such as:

- Improving the network of meetings and communications across the two sites as well as between the departments to ensure a better exchange of information for the overall benefit of the customer
- Design and introduce an appraisal mechanism for everyone within the organisation. This will ensure people receive constructive feedback on a regular basis as well as an opportunity to identify development needs in line with business objectives.
- Design and introduce a Staff Handbook
- Develop an induction programme for all those who are new to Qualitech and/or their job role
- Investigate the quality procedures in place across the whole company, identify best practice to enable relevant people to make a positive contribution to a quality product and service for the customer.

If you would like to know more about Arc People Development or arrange a meeting, please contact us directly:

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