
"OLC has delivered cutting-edge results. Based on their research, we can together enter the global market and introduce new practices in business excellence and auditing."

Ian Rosam, Managing Director

Customer The HPO Limited

Profile The HPO Limited helps clients to develop, maintain and improve effective management systems that enhance results achieved by organisations and individuals alike.



Challenge The HPO Ltd aimed to enter a new market, where they saw a great opportunity for future expansion: corporate governance (CG) and corporate social responsibility (CSR). The challenge for OLC was to provide them with cutting edge solutions and academic credibility that would enable the growth of the business.

Solution Over 12 months, OLC (Europe) Ltd research division has conducted a research project in cooperation with the University of Salford to satisfy the particularly demanding request from the customer (HPO). OLC have developed a new way of thinking in CG/CSR that is formalised as a standard with BSi. Based on this standard, a set of tools and techniques including an on-line assessment of a company's maturity was developed.

Key Interventions

- Facilitation and brainstorming sessions with the customer and researchers from the University of Salford
- Gap analysis using current state-of-the art approaches to aid finding a creative cutting edge solution
- Dissemination of the results, thus gaining credibility, through presentations at international conferences and publications with global academic publishers

Benefits The HPO Ltd has received a cutting-edge product that allows them global expansion into new business. The product has achieved credibility with global academic recognition – receiving the best paper award at the 8th International Conference on ISO 9000 and TQM, Montreal, Canada, April 2003 and has been published in recognised academic journals.

The HPO

The HPO is a team of business performance specialists who are working across a wide variety of industry sectors on a daily basis. The HPO's clients range from forward thinking start-ups to the largest 'blue chips' and provide the mix of training, facilitation (focused on business performance), assessment and information services that are required to significantly advance people and organisations.
