



IOD

Institute of Directors

The Institute of Directors provide a variety of services and products to its members. With increased pressure to gain and retain members, the IoD identified the need to become more customer focused, whilst improving team work and breaking down departmental silos.

“We appointed Nine Feet Tall to provide process and change expertise and to up skill our staff, so we were able to drive the change from within, whilst keeping to a very tight budget”

Jim Stone
ICT Director

Project Activities

1. Delivered tailored consultancy training to a team of internal business experts, covering facilitation, process and solution design
2. Provided on-going coaching ,direction and quality assurance
3. Consolidated products and services, and aligned operational processes and performance targets
4. Facilitated organisational restructure and set-up of dedicated sales department and customer services team
5. Identified and implemented cost reductions of £1.2M over 2 years
6. Developed the business transition roadmap for IoD

“Nine Feet Tall managed to develop and motivate our team of business experts. Together we have managed to transform our organisation into a customer focused and supportive environment and have significantly reduced our operational overhead”

Richard Swann
Project Manager