

IBS Consulting

IBS Consulting is a division of the Isle of Man International Business School that provides Management Consultancy support to organisations in the Isle of Man and Europe.

Its aim is to help your business achieve outstanding results through excellence in process design and organisation and in your service to customers.

We will only recommend solutions that we can help you to implement successfully and will work closely with your staff to ensure that they are trained in any new ways of working. This fresh approach to consulting means you can fully benefit from our expertise, whilst implementing a lasting solution that can be managed by your people (and will continue to improve your business) long after we've gone.

Delivering the service your customers expect requires an understanding of the points at which they interact with your business and knowing what they expect from each interaction. We will help you to become more reliable in these interactions and so deliver customer service more consistently - every time and everywhere in your business.

We can also help you to determine the true cost and profitability of service to your customers. By integrating data from multiple sources, we can give you a more comprehensive view of all your customer interactions, service costs and profit levels. This will ensure more effective customer value management and segmentation and so increase your profitability.

Operational excellence is at the heart of what we do. Manufacturing organisations have been profiting from 'lean' manufacturing and supply-chain improvements for years - and forward-thinking service organisations are now starting to apply these techniques to achieve similar benefits. Our expertise in operational matters will help you to get a leaner, more efficient 'back office'; to more profitably manage your production process/ supply chain; to make your internal processes more streamlined, flexible and effective; and to increase your sales revenue and reduce your operating costs through the application of appropriate e-business techniques.

Peter has over 15 years consulting experience, managing business transformation programmes for multi-national clients in Europe, the USA and more recently the Isle of Man.

He established the USA operation of a UK Consulting Practice in 1994 and spent 8 years in America developing and managing large-scale supply chain and change management projects for technology, pharmaceutical and manufacturing organisations such as Microsoft, Dell and Pfizer.

Peter has delivered many of IBS Consulting's Business Improvement Workshops to a number of leading multinational companies including Microsoft, Pfizer, Eli Lilly, Avery Dennison and Rolls Royce. On the Isle of Man, Peter has so far worked on projects for the Isle of Man Department of Trade and Industry, Police and ISD/Treasury; Royal Skandia and Clerical Medical.

Peter has a BSc in Manufacturing Engineering and an MBA from Manchester Business School.



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