

Our matrix Story - GGT Solutions

GGT Solutions is a team of expert consultants and trainers who specialise in supporting individuals, organisations and businesses to improve the quality of their lives or the services which they deliver. Our team had extensive experience of working at all levels across multiple business sectors and industries and our qualified advisors are business owners and consultants in their own right. GGT Solutions is an organisation which is driven by quality, results and integrity.

Why the matrix Standard?

Simply - GGT Solutions were requested to achieve the **matrix** Standard in order to comply with SFA requirements.

What were the benefits of achieving the Standard?

We have been able to build a robust strategic framework for our business allowing us to make future business develop plans with an in depth understanding of our objectives and how to achieve them.

What did you discover / learn along the way to achieving the Standard?

The **matrix** Standard looked at every element of our business model. This allowed us to uncover how stakeholders and staff members responded and behaved towards our service. In addition the Matrix standard also allowed us to learn how to implement a qualitative approach, strengthening every strand of our business.

What changes did you make and how did you implement them?

The changes we made were mainly around how we involved all of our stakeholders. We did this by establishing effective links with appropriate partnerships and networks to enhance the service. In addition to this we allowed clients and staff members to influence the design and development of the service by way of feedback via team meetings, briefing sessions and focus groups.

What has been the impact of the changes on both your organisation and your customers?

These changes have had a significant impact on our business. We have more than tripled in size and the careers contract we manage has increased vastly in value. Customers feel they are being offered a good service which allows them to manage their careers effectively. Stakeholders and partners trust our knowledge and have allowed us to develop programmes and training which is bespoke and tailored to their needs which is offered on a consultancy basis.

How would you summarise the whole process – including the assessment?

Although going through **matrix** was a stressful experience the whole achievement was worthwhile. Our Assessor was courteous, knowledgeable and very experienced in giving us the advice and support we needed. As a small commercial business having the **matrix** accreditation has been more than worthwhile we have been encouraged to plan, to have vision and to logically think every element of our business through giving a robust, strong business to grow on.

What recommendation would you give to someone thinking of working with the Standard?

If a business/organisation/department wishes to develop, strengthen and grow by way of demonstrating positive results **matrix** will allow you to understand the elements you need to achieve this.

Author

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