



Service Start Up and Implementation Planning

Solutions for stakeholders, customers and your people combined

Commencing a **new service** or the **expansion** of an existing one is a challenge for any company, regardless of the scale of the development. Any successful change requires **excellent** problem solving skills, a clearly defined **strategy**, an understanding of the needs of the **customer** and careful consideration of **stakeholder** objectives.

At North Star we have **experience** of planning, project managing and implementing successful and **profitable** start up services. We can assist your company to use methodologies that ensure that your development meets the needs of the market, operates to excellent levels of **reliability** and delivers world class **customer service**. We will ensure that the solution will meet the needs of **stakeholders**, whilst delighting customers and employees alike.

We offer strategic advice and assistance in every facet of the development. Our consultants have experience in delivering and operating world acclaimed rail-air transport solutions and long distance high speed rail services. Our approach will **deliver success** within **time** and **budget** to ensure **first-class** delivery to customers.

•**Operational Strategy:** Creating the optimum position in the desired market, visibly defining the marketing approach, customer service objectives and employee requirements.

•**Planning and Project Management:** By using a risk based approach, every facet of operational design will be translated into a plan that will be straightforward and delivered on time.

•**Implementation and Delivery:** Realising the vision by turning plans into reality through communication, review and overcoming obstacles to progress.

Interested in the **complete approach** to service start up?

Contact North Star on enquiries@northstarconsultancy.com or call Debbie Syme for a personal consultation on +44 (0) 20 7692 0936