



Background

Systemex UK Ltd is a subsidiary of the highly successful Systemex Corporation currently ranked in the top 10 global in-vitro diagnostic companies. Since its formation in 1991, Systemex UK has grown continuously and is now one of the UK's leading diagnostic suppliers with an excellent reputation for quality, service and reliability.

The Challenge

The management of Systemex realised that they faced a significant commercial challenge, how could they maintain growth in revenues and profitability in an increasingly competitive market? They realised that to address this challenge they had to look at developing the performance of the leadership and management team. The Systemex senior management team was almost entirely 'home-grown' and it was recognised that external help could benefit the business by developing the capabilities and impact of the leadership and management team.

The Solution

The process started off with a series of detailed meetings with the senior directors. This allowed mc-cubed to get a clear feel for what the Systemex leadership team saw as the current issues and also the desired end state. Next was a formal investigation phase that identified the key leadership and management issues. From this a wide-ranging programme of interventions was developed; including team development, one-to-one coaching, leadership development programmes and also working across the whole organisation around key issues of personal accountability and performance.

The Programme

The programme started with some detailed goal setting and clarification work with the senior directors. It was clear that people needed clarification about the direction and goals of the organisation. There was also the need for a top down look at the role of the management teams and what real leadership was. As a result, mc-cubed developed a number of programmes aimed at creating a leadership and management team that spoke the same language and had a clear understanding of their roles and responsibilities. More recently mc-cubed has delivered one-to-one coaching for senior directors and a personal performance programme that has been rolled out across the whole organisation.

Outcomes so far

"At a time of unprecedented challenges Systemex UK Ltd appointed MC-Cubed to support development of the leadership skills of our executive and senior management. MC-Cubed delivered so much more than expected spearheading cultural change throughout the Company, breaking down internal barriers and transforming the Company into a collaborative team who recognise the importance of leadership, teamwork, communication, self development and personal contribution.

Systemex has emerged with a clear vision coupled with the ambition and competency to achieve a 50% growth in turnover within 4 years. Appointing MC-Cubed has been an astute investment that has already paid dividends"

**Keith Howes, Director of Business Development
Systemex UK Ltd**

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