


Christopher Shorten MSc, DMS


Experienced professional **Service Delivery** and **Supply Chain Management** Consultant. A **Strategic Relationship Manager**, highly **solutions driven** with **proven track record** of results in both savings and service delivery, evidenced in blue chip organisations in the Insurance , Utility and Retail sectors.


Highly persuasive, combining strategic vision, supply chain acumen, interpersonal and communication skills and operational expertise to deliver and embed organisational change


Established reputation in both the Supplier and Buyer market as an outstanding, self motivated, structured and organised performer capable of maximising contracts and relationships and adding value through implementing Best Practice solutions to maintain competitive edge:-


 Nurturing **Strategic Supplier Partnerships**: Developing joint **Business Plans** and forging sustainable relationships with key vendors delivering value for all parties and stakeholders.


 Forging productive, effective and sustainable relationships throughout all stakeholder levels of organisations, and across multi-participant supply chains.


 Delivering first class **negotiation skills** and **relationship management** to **reduce cost** and maximise service delivery, thereby adding real value.


 **Supplier Performance Optimisation**: Service Level Agreement (SLA) and Key Performance Indicator (KPI) development, Management Information (MI) reporting and analysis.


 **Service Delivery Trouble Shooting**: Problem solving and root cause analysis in ailing contracts, driving turnaround in performance and perceived value.


 **Change Management**: Implementing radical new approaches with minimum business interruption and maximum user buy-in.

 **Implementation Management**: Writing and **presenting training courses** to support the change process. Coaching and mentoring of individuals and teams.

 Through analysis and searching questioning, challenges the status quo and tradition of service delivery fulfilment business practices in order to drive lean and low touch execution.




 Utilising excellent **Communicating skills**, to persuade and influence at all levels whilst creating goodwill and buy-in.

 **Leading** and **motivating** cross functional teams to achieve business objectives and to enhance the achievements and contribution of team members.

 **Business Solution Oriented**: building sustainable leading edge Supply Chain based solutions which are constructed around the needs of stakeholders and customers.

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Career History

From - To	Position	Company	Achievements & Responsibilities
Nov.2008 - Present	Managing Director & Principal Consultant	Shorten Management Consulting Ltd	<p>Working with a diverse portfolio of clients in the insurance claims supply chain arena, notable successful client assignments thus far include:-</p> <p>New Business Bids / Business Development:</p> <p>Supporting clients in the Insurance Claims validation, repair and replacement arena in the preparation and submission of responses to insurance company RFI / RFP / ITT's.</p> <p>Success rate on RFI / RFP / ITT responses: 80%.</p> <p>Based on a wealth of experience on client tender teams:-</p> <ul style="list-style-type: none">• Project Management of RFI / RFP / ITT responses;• Liaison with client key contributors and oversee response evolution and submission;• Detailed and specific advice on completion of responses;• Writing key supporting infrastructure documents (e.g. Business Continuity Plan, Environmental Policy & Procedures, Equal Opportunities Policy & Procedures, etc.) <p>Business Transformation Change Management:</p> <p>Management of several high profile and complex projects of strategic importance for large global clients, inc:-</p> <ul style="list-style-type: none">• Cashflow and aged debt management;• Procurement of specialised suppliers;• New client and contract mobilisation;• Software solutions trials and analysis. <p>Building Repair Network Management:</p> <p>Fundamentally redesigned and implemented a new-look Insurance Claims BRN model:-</p> <ul style="list-style-type: none">• Generated substantial new income streams;• Created contract T's & C's for supply chain panel;• Streamlined accounts payable process;• Designed of swift payment discount process;• Performance Management tools and techniques• Risk and Reward methodology <p>Strategic Relationship Management (SRM):</p> <p>Working with major suppliers to the insurance claims sector on a wide portfolio of key initiatives, including:</p> <ul style="list-style-type: none">• Developing fulfilment solutions with insurers;• Driving insurer compliance to supply chains through communications with and training to claims staff and 3rd party loss adjusters;• Benefit realisation through maximisation of supply chain opportunities and meaningful MI development.
			<p>In 2008 Christopher Shorten established Shorten Management Consulting Limited to provide Consultancy services to client (insurer) and fulfilment supplier organisations, to achieve:</p> <ul style="list-style-type: none"> Maximisation of sustainable Supply Chain B2B relationships, drive optimum Service Delivery and add value to the bottom line; Development of sustainable long term strategic relationships for the provision of mutually beneficial business solutions; Supporting at any component stage of the Supply Chain Relationship Management process, and/or facilitating fundamental changes of approach to Service Delivery;
			<p>Clients include:</p> <ul style="list-style-type: none">• Crawford & Company Loss Adjusters• repairNet• InFront Solutions• Woodgate & Clark Loss Adjusters• Legal Costs Negotiators Limited• Forths Forensic Accountants• IFIC Limited• Auger• Jai-Ambe IJA Limited• I-COG• The CarbonFix Foundation• Davies Arnold Cooper LLP• DLA Piper LLP• Kier Construction• CRS Temporary Accommodations

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Nov.1999 - Oct.2008	Senior Supply Chain Consultant	RSA Insurance	<p>Strategic Relationship Management (Claims): Appointed as RSA's first SRM, overseeing the wide-ranging, multi-commodity relationship with Homeserve Emergency Services.</p> <p>Contracts & Performance Management: Negotiated detailed contracts and SLA's. Implemented Service Delivery and MI best practices;</p> <p>Loss Adjusting (Claims): Mobilised and managed the single most important contract to RSA direct claims expenditure of circa £150M pa., spanning personal lines, commercial, specialist & large and subsidence claims;</p> <p>Building Repairs (Claims): Managed national contracts with spend of £25M pa, delivering savings of £8M.</p> <p>Contents Replacement (Claims): Ran the contents supply chain panel of 15 suppliers from mobilisation and delivered £56M spend and £15M savings;</p> <p>Contract Turnaround: Repeatedly assigned to ailing and underperforming contracts to restore them to contracted requirements.</p>
Sept.1997 - Nov.1999	UK Supply Chain & Business Development Manager (Dual Role)	Scottish Power (Retail Division)	<p>Supply Chain Management:</p> <p>Constructed and formalised a robust supplier management model with existing and new 3rd Party suppliers (e.g. manufacturers and agents) of appliance repairs, servicing Extended Warranty schemes;</p> <p>Negotiated, wrote, established and managed SLA Contracts;</p> <p>Delivered substantial savings and enhanced service delivery;</p> <p>Enhanced Profit Share for Scottish Power and underwriter;</p> <p>Insurance Replacement / Commercial Sales:</p> <p>Managed and unrecognisably improved relationships with RSA, Norwich Union, CGU and Loss Adjusters who purchased product as settlement of household domestic insurance claims;</p> <p>Led turnover growth from £3M - £18M pa in 2 years.</p>
Sept.1996 - Sept.1997	Service Delivery Manager (H/W & S/W supply and maintenance)	Severn Trent Systems Limited (STS)	<p>Using ITIL disciplines, controlled Service Delivery and Contract Management for the supply, commissioning and maintenance of IT Desktop equipment;</p> <p>Co-developed Specification of Requirement and ITT. Key player in ITT appraisal and contract award processes;</p> <p>Frequent structured interface with the Computacenter Account Manager, STS's client within Severn Trent Water and the STS Customer Service Director.</p>

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Jan.1990 - Sept.1996	HQ Site Facilities Manager	Severn Trent Water Limited	<p>Directed all daily operations of the HQ building of 650 occupants, including responsibility for compliance to all legal and regulatory obligations</p> <p>Other preceding roles included:</p> <ul style="list-style-type: none">• Management Practices Consultant;• Quality Development Officer;• Customer Billing Supervisor. <p>Held P&L responsibility for all aspects of internal service operations, security and Health & Safety within a sustainable environment of high levels of customer care;</p> <p>Line Management of internal resources (e.g. receptionists, switchboard, mail room, WP pool, caretakers etc.);</p> <p>Operational Supplier Management of 3rd Party suppliers (e.g. building maintenance services, environmental management services, catering, security, etc.);</p> <p>CDM compliant Project Management of major schemes;</p> <p>Liaison with Purchasing department on procurement of 3rd Party suppliers and all aspects of supplier contractual obligations and performance.</p>
Aug.1977 - Jan.1990	Sales Apprentice through to Retail Manager	Midlands Electricity Board (MEB)	<p>Two year multi-disciplined Sales Apprentice programme;</p> <p>Aged 18, appointed as the youngest ever UK Electricity Board Retail Manager;</p> <p>Management team member of the UK's first £1M turnover store;</p> <p>Appointed regional trouble shooter to Project Manage recovery plans for under performing stores.</p>

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Education and Qualifications

Year	Qualification	University / College / Professional Body
1996	Master of Science Degree: Manager and Organisational Development	University of Central England, Birmingham.
1994	Post-Graduate Diploma in Management Studies	University of Central England, Birmingham.
1994	IQ Examination: 155 (within the UK top 1%)	MENSA.
1979	City & Guilds National Distribution Certificate	Matthew Boulton Technical College, Birmingham

Leisure and Hobby Interests

Current affairs
Reading and self development
Cinema, theatre and television (documentaries, films and sport)
National Trust member
Sport (particularly boxing, football and athletics. Keen health club member)
Steam heritage railways (including 1:76 scale railway modelling)
Complimentary therapies (qualified, certified and insured part time practitioner)

Contact Details



Shorten Management Consulting Limited.
PO Box 16499
Solihull
B90 9HU



0121 744 0418



07876 542 133



christopher@shortenmc.co.uk

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Management Consulting Ltd

