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# Graduate Case Study

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Food/  
Management/  
Materials/  
Marketing/  
Quality/  
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# Associate Profile: Henry Norton



**Name:** Henry Norton  
**Qualifications:** MEng Integrated Engineering  
**Current Role:** Business Systems Improvement Manager  
**Location:** Nr. Exeter, Devon

*“KTP has allowed me to rapidly acquire skills in management and leadership.”*

## **IN MY KTP I...**

My KTP with the University of Exeter and Graphic plc aimed to establish, implement and embed a programme of Advanced Quality Planning, to support continuous improvement efforts and increase overall competitiveness. Basically, this meant that I looked at processes and procedures in the company – assessing what potentially can go wrong, what are the risks, what are the root causes of problems, with the objective being to develop actions, quality controls and measures to reduce these risks. It could be that I developed staff training plans, developed error-proofing technologies, or sometimes, simply redesigned a whole process. This role is all about facilitating teams, so I worked with a whole cross-section of people in the business, which was really interesting.

## **HIGHLIGHTS OF THE PROJECT...**

Seeing the outcomes of my project. It's rewarding to see how my work has benefited the company – maybe it's improved efficiencies, or encouraged a cultural shift. My KTP was challenging and ambitious, but it has been a great success.

## **THE BEST THING ABOUT BEING A KTP ASSOCIATE IS...**

The project responsibility. My role has given me experience in staff training, leading teams, delegating responsibility, performing analysis and managing a variety of activities.

## **FROM KTP I HAVE LEARNT...**

From a technical point of view I have built skills and expertise in many areas, such as advanced quality planning and change management. As a result of the programme I have gained a highly regarded quality accreditation qualification, which is a huge achievement. I also gained an NVQ level four in management, and I studied for an MPhil research degree, which has been transferred to a PhD. Around 10% of my time as an Associate was spent in training and development; I attended residential courses on creative training, finance and leadership, which I found to be enormously helpful.

## **LIFE AFTER KTP IS...**

I have been offered a permanent position with Graphic to build on the work delivered during the KTP, which I am delighted about.

## **I WILL RECOMMEND KTP BECAUSE...**

KTP has been an amazing experience that has offered far more than a conventional graduate programme could ever have. It has given me management experience in a small business, a professional qualification and fast-tracked me in my chosen career path.

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