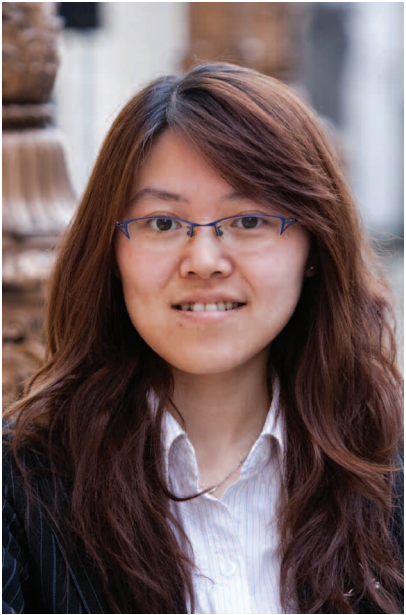


Knowledge
Transfer
Partnerships

Graduate Case Study

Agriculture/
Biology/
Biotechnology/
Computing/
Design/
Ecommerce/
Engineering/
Food/
Management/
Marketing/
Materials/
Quality/
Science/
Social Science/

www.ktponline.org.uk/graduates



Associate Profile: Liang Zong

Name: Liang Zong
Qualifications: MPhil Industrial System Manufacturing and Management,
Master of Electronic Business Management
Current Role: Business Process Re-engineering Manager
Location: Haverhill, Suffolk

“KTP has provided me with the excellent opportunity to manage a challenging project central to the company’s strategic development and long-term growth.”

IN MY KTP I...

My KTP with Herbert Retail Limited and the University of Hertfordshire was to re-engineer and implement an integrated business process that eliminates duplication of input, reduces the need for corrective action and provides real-time management reporting. The company supplies weighing, labelling and business solutions to major UK supermarkets. In order to make savings to internal operating costs, and improve business processes, I identified a number of changes. These included mapping of operating procedures and inter-relationships between processes, proposing new business process frameworks and implementing a new organisational structure within the company.

HIGHLIGHTS OF THE PROJECT WERE...

I personally played a key role in managing and implementing strategic development in the company with expertise from the university. I received strong support from the Managing Director and senior management team. I had regular Local Management Committee meetings with key project stakeholders from both the university and the company to review the project progress and discuss future project plans. The KTP was managed as a series of small projects. The quick win of the first three-month project demonstrated that KTP really works and helped to establish my credibility in the company. The process changes that I identified throughout the whole KTP should see savings of £350k per year after implementation.

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

Working in a commercial setting, but having the support of the knowledge base, was a benefit to all. It gave the university the chance to publish an international conference paper, and case studies have been drafted for teaching purposes. The support of my academic supervisor was invaluable and I was able to brainstorm and discuss ideas about how process models would work. The training budget allowed me to attend related courses that have helped me to plan my career path better.

FROM KTP I HAVE LEARNT...

KTP provided good opportunities for gaining extra qualifications and I then applied the knowledge to the project. For example, I used PRINCE2 concepts in the management of my project, and the lean Six Sigma black belt training for process and quality control has been used on the shop floor. For implementation of the project to be successful, I had to gain the support of people at all levels within the company. This greatly improved my communication and interpersonal skills.

LIFE AFTER KTP IS...

I am now employed in the role of Business Process Re-engineering Manager. I work on new projects, looking at mobile areas, stock systems etc, with the similar concept of optimising processes that was a key component of the KTP. These projects will help us to compete within our industry sector and are crucial to the continued success of the company.

I WILL RECOMMEND KTP BECAUSE...

I feel very lucky to have been involved in a KTP project. KTP was recommended to me by friends and it has really exceeded all my expectations in terms of experience gained and the scope of work I was involved with. It has enhanced my career development by giving me the chance to develop skills I require for my long-term career plan.

To turn your career options into great career options visit

www.ktponline.org.uk or email graduates@ktponline.org.uk

**Knowledge
Transfer
Partnerships**