

MASS



A COHORT PLC COMPANY

LESSONS SUPPORT SERVICE



We believe future success relies on learning from the past. Making the same mistake twice can cause serious financial and reputational damage, but it's completely avoidable with an experienced Lessons Support Service by your side.

If you're running a large-scale operation, our experienced Lessons Support team can work alongside you to capture and analyse lessons in real-time, allowing you to concentrate on the activity at hand. Our bespoke service is designed for your needs and integrates fully with your processes, focusing on three areas: people, process and tools.

We offer a unique, fully scalable and tailored lessons package based on your needs, which provides:

- A capability to ensure that lessons are not just identified but are acted upon, ensuring future improvement and enabling enhanced effectiveness with a positive impact on costs and resources.
- An ability, through enhanced Information/Knowledge Management, to collect, capture, manage, and facilitate the resolution of relevant observations and lessons identified to highlight 'best practice' and to resolve process issues to prevent future recurrence.
- Accountability and reputational risk mitigation.
- Development of agreed metrics to monitor performance.

We're recognised by the UK Defence industry as a Lessons Centre of Excellence and provide a Lessons Capability in partnership with the Ministry of Defence and UK Strategic Command.

Working with us gives you:

- Continuity, stability and focus.
 - Independent, objective analysis of the problem to identify connections.
 - Consistency of performance and methodology.
 - Access to proven expertise and wider Lessons SME support base.
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Our method

We assess your needs and then develop and deliver a holistic Lessons service. We support you as you review the lessons we captured and address related matters to improve your current performance or help prepare for future challenges.

The MASS Lessons Support Service can be fully tailored to your requirements, for example:

- Instruction on the Lessons process which can be supported with online learning if required.
- The use of proven Lessons Capture tools at the required security classification to collect, collate and action Lessons.
- Provision of experienced staff (practitioners, mentors and advisors) who are intelligent thinkers with the right market and role expertise, who also have the credibility to challenge and address difficult questions.

Contact us

For more information on the MASS Lessons Support Service please contact **Steve Townsend**.

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