

Interim Programme Manager (Leading Global Consumer Electronics Group)

Ability to integrate into the client company

“[Icebreaker Executive] had to hit the ground running, and more so than we initially realised. The remit had been to take over and ensure smooth delivery of a project to improve the customer experience. Within the first week, [Icebreaker Executive] had challenged (correctly) the direction that we were taking and given us the confidence that we needn’t worry despite deadlines looming large.

Impact on the business / bottom line

Icebreaker Executive’s] project linked in to several components of a large scale transformation during a very uncertain time for this and most businesses. The focus on customer experience was a crucial one, not only because it is the foundation on which the company operates but because when consumers are saving rather than spending, the price of failure is very high.

Overall contribution / achievement of objectives

Financially we’ve had a return of more than 50x whilst we’ve also won a national award for improvement in customer experience so the customers and our peers alike sensed change.

Working style

Icebreaker Executive] took the bull by the horns, knew what to do and got on with it. We were as informed as we felt we needed to be and the results have been, and continue to be, fantastic.

Leadership / people management skills

[Icebreaker Executive] not only turned around a tricky situation whilst the wheels were turning but also worked directly with the customer facing teams afterwards to champion and build customer centric behaviours against some significant opposition used to a more short term way of working.

Any other comments about the interim manager

Ironically, having used Net Promoter Score where the whole basis is the likelihood to recommend a product or service, I actually did recommend [Icebreaker Executive] for two further assignments, both of which were delivered excellently.

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