

Personal Profile

MIKE CLARGO

Director, Tesseract Management Systems Ltd.
Author of 'Managing by Design'



Mike has been helping organisations transform their performance and culture since the 1988. During that time, he has assisted over 30 well known companies with the strategic, methodical improvement of their management processes and has gained an international reputation for his progressive and open approach to consulting. His work and research has addressed all aspects of general, industrial, technology and alliance management in industries as varied as metal processing, electronics, healthcare, aerospace, retail, pharmaceuticals, food, transport, chemicals, utilities, information, engineering, and contract R&D.

Mike's interest is the application of leading edge design tools to transform organisational performance. His radical approach to planning and management has resulted in improving the overall performance and efficiency of a major research facility by 50% in one year, and the output performance of a manufacturing unit by over 140% in eighteen months.

Mike believes that design methodologies are a vital but largely untapped resource for resolving management problems. On the one hand, they provide the ability to clarify objectives, analyse core issues and inspire creative solutions. And on the other hand, their systematic and structured nature make it easy to transfer the appropriate skills to the client, enabling them to sustain and build on their success. The major focus of Mike's work has been to use such design methodologies to establish and improve management practice, either in its own right (to transform overall business performance) or as a sustainable solution to specific short-term business issues.

While Mike is skilled in all aspects of organisation design and change management including planning, management development, facilitation and coaching, he is probably best known for his pioneering work with QFD. QFD is a tool more traditionally associated with designers and quality engineers, but Mike has adapted it as part of a systematic management framework to enable management teams to rigorously deploy their objectives into the fabric of the organisation, and to harness all the effort, resources and ideas in their pursuit.

To quote one of his clients:

"When I was first introduced to Systematic Management, including QFD, I was an Electronics Manufacturing Manager buried in a period of extreme growth. Volumes of product grew six fold and staffing levels doubled over a period of three to four years. Quality was around 50-60%, on time delivery was around 70% and the organisation was in chaos. Using these tools, I was able get everything under control and to improve on time delivery to over 90% and quality levels to around 98%. I do not know of any other tool that would have allowed me to do this"

Roy Knight, World-wide Demand Planning Director,
Emerson Process Management

Further testimony to Mike's work on QFD, including a number of detailed case studies, can be found at www.tesseract.com. Mike is the author of the definitive work on this subject: 'Managing by Design: Using QFD to transform management performance' (Clargo, 2002) ISBN: 0954302109, which can also be accessed online from the same website.

In addition to his consulting work, Mike serves on the management boards of a number of charitable and Christian organisations, and is the founder of The Peinao Trust: an organisation that disperses funds to address issues of hunger and need, predominantly in the third world. Mike is married with two children, and lives in a small village on the Hertfordshire/Essex borders in the UK where he runs the local Youth Group.

The following is a partial list of organisations that Mike has been privileged to serve in a consulting capacity: Siemens, Emerson, Smith & Nephew, Microsoft, Lever Industrial, Amcor, London Underground, Sainsbury, Fujitsu, Compaq, Cap Gemini Ernst & Young, KPMG, Cyanamid, BP, Reuters, Alcan, Arjo Wiggins, British Steel, Homebase, BAe, Cummins, STC and ICI.

Prior to his career in consultancy, Mike held a number of senior positions in the Engineering Industry, including that of Operations Director. He has a first-class honours degree in Engineering, is a Chartered Engineer, a Certified Consultant, Fellow of the Institute of Management Consultants, and a member of the Institute of Directors.

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