



Trish receiving her leadership award during the 2007 ISPE annual conference, Las Vegas, USA.

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MIME Recognised at ISPE Annual Meeting

At the recent ISPE (International Society for Pharmaceutical Engineering) 2007 Annual Meeting held in Las Vegas, USA, Managing Director of MIME Solutions Dr Trish Melton was honoured with an award for 'Outstanding Leadership and Service', related to her work on the launch and development of the Project Management Community of Practice (PM COP).

'It's really important that as Project Managers we share our knowledge and work together to provide benefits for the whole industry. Good project management is just good business sense!' remarked Trish.

Trish is a long standing member of ISPE, and actively supports the organisation in several areas. She was the founder chair of the PM COP committee and is a co-leader and regular speaker at UK, European and North American conferences.

Trish Melton and Andrew Roberts of MIME Solutions Ltd. have been also recognised by ISPE for their contribution to the development of the API Baseline Guide. The awards were announced at the ISPE Annual Meeting.

'Having experts from API manufacturing and the FDA as a

part of the team ensured that we had an effective link to regulatory issues. I am delighted to be recognised in this way', commented Andrew.

The Baseline Guide is an up to date resource for any engineer needing guidance when designing an API facility. For more information on the API Baseline Guide please visit the ISPE website at www.ispe.org

ISPE is the world's largest not for profit professional society serving pharmaceutical manufacturing professionals. For more information visit the ISPE website at www.ispe.org

New Additions To The PM Toolkit Series

Following the success of 'Project Management Toolkit' the toolkit has now been expanded into a series of publications.

The second edition of Project Management Toolkit was launched at the IChemE Global Forum event in London on May 16-17 2007. The second and third books, Real Project Planning and Project Benefits Management were released on December 7th 2007, and a series of interactive workshops are also underway, based around the structure of the books. The

series and workshops guide readers/participants through each of the key lifecycle stages that lead to effective project management and introduce a variety of 'tried and tested' unique and generic PM tools and techniques.

As a project and business change professional, Trish brings a wealth of experience and enthusiasm together to provide practical guidelines and actual case studies, making these titles suitable both as additional learning/refreshers for practicing Project Managers and as

university textbooks.

To the point, brief and entirely practical, the tools presented in the PM Toolkit series provide a route map for project success. The books provide simple and effective resources that deliver valuable PM skills, which will impact positively on the success of the reader's/participant's role and ultimately the bottom line of their organisation.

Real Project Planning focuses on the three planning levels and

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Andrew Roberts of MIME Solutions Ltd

Who We Are – Andrew Roberts

Andrew Roberts is a Project Consultant who joined MIME Solutions Ltd. in 2005. A chemical engineer working in the pharmaceutical industry for over 18 years, Andrew's career has focused on:

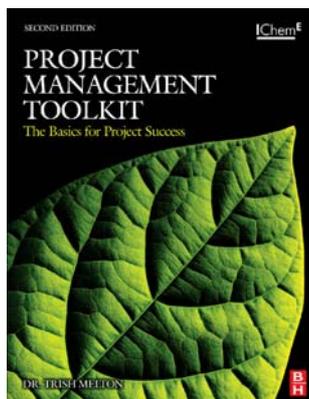
- **Project Management** - multi-disciplined construction projects on a variety of manufacturing facilities,
- **Validation** - installation, operational, process qualification and automation qualification on existing and new processes.
- **Quality Assurance** - audit preparation, development and training of SOPs.

Whilst at MIME Andrew has attained his Lean Six Sigma Black

utilising both internal and contracting organisations.

Belt certification and been recognised by ISPE for his contribution to the development of the API Baseline Guide. He has also assisted associate company Claudius Consulting with Lean Six Sigma public training courses.

In his spare time Andrew is a keen windsurfer and tri-athlete, and also coaches the T15 junior windsurfing race club 'Manley Mere Katz', sponsored by MIME Solutions.



Project Management Toolkit (second edition)

New Additions To The PM Toolkit Series (cont.)

introduces specific concepts, tools and techniques:

- *Business planning* – how the project will deliver the business case
- *Set-up planning* – how the project will be administered
- *Control planning* – how the project will be managed and controlled

Too often project planning is restricted to merely the cost, scope and time elements of a plan. Whilst important, they represent only a part of how a project needs to be planned for successful delivery. This book delivers a set of planning tools as an in-depth resource supporting project management competency development.

Project Benefits Management focuses on the three phases of the benefits management lifecycle and introduces specific concepts, tools and techniques:

- *Benefits concept* – making the initial link to the business
- *Benefits specification* – linking benefit metrics to the defined scope
- *Benefits realization* – tracking benefits delivery following project completion

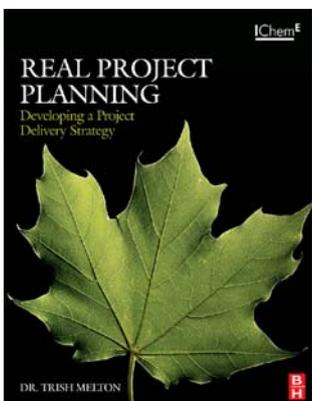
Too often project managers remain within the boundaries set by the project scope. Whilst this focus on project scope delivery is important, no project can become disconnected from the business into which it will eventually be

integrated. This book delivers a set of benefits management tools as an in-depth resource supporting project management competency development.

If you are interested in learning more about the PM Toolkit series or the accompanying courses, please visit www.mimesolutions.com for further details.

To order any of the books in this series please visit www.amazon.co.uk. The ISBN numbers are:

Project Management Toolkit - ISBN: 9780850684408 £29.99
Real Project Planning - ISBN: 9780750684729 £29.99
Project Benefits Management - ISBN: 9780750684729 £29.90



Real Project Planning

2007 Events Round Up

MIME Solutions enjoyed an eventful 2007, starting with the unexpected thrill of being short-listed for best 'Small Industrial Company of the Year 06' in the annual Best of British Industry Awards, held in February.

In April Trish co-lead the ISPE Paris Conference on project management. Topics included: 'Project Management - Facing Today's Challenges' and 'Design Space'.

May saw the publication of the second edition of Project Management Toolkit at the IChemE Global Forum 2007, in London. During this event Trish also presented a Project Change

Management Seminar.

In September MIME Solutions' Andrew Roberts gained his Lean Six Sigma Black Belt certification, whilst October saw the team in Dublin delivering another successful project management training event for ISPE.

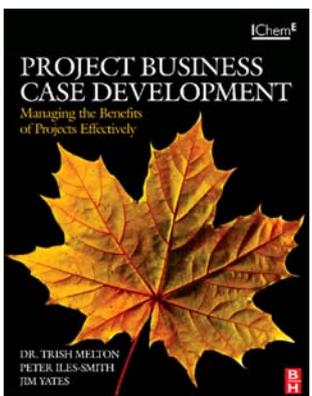
November was a busy month, with workshop sessions based around the API Baseline Guide being delivered in both Las Vegas and Amsterdam, plus the ISPE UK Annual Meeting, where Trish presented on 'Current Issues and Hot Topics in Pharmaceutical Project Management'.

During 2007 Andrew Roberts and

Trish Melton were recognised by ISPE for their contribution to the API Baseline Guide, and Trish also received an award for 'Outstanding Leadership and Service' relating to her work with the Project Management Community of Practice.

Finally, in December 2007 the Project Management Toolkit was expanded into a series, now including the titles 'Real Project Planning' and 'Project Benefits Management'.

2008 is proving to be just as dynamic and varied with MIME presenting in the UK, Europe and the US, plus a fourth book in the pipeline for later in the year.



Project Benefits Management

MIME Solutions 2008 Events Schedule

Date	Event	Location	Topic / Role
Feb 7	WISSET (Women in Science & Engineering) Career Evening	Manchester, UK	Career development and management
Feb 28	ISPE Affiliate Meeting: Pharma - The Last of the Great Industrial Dinosaurs	Loughborough, UK	Project Managers - Speeding the Rate of Evolution
April 7 - 11	ISPE Conference on Innovation	Copenhagen, Denmark	EAC Facilitator
April 28 - 30	MIME Solutions PM Toolkit Workshop	Willington Hall, Cheshire, UK	Project Management Workshop based on the 'PM Toolkit' series books
Jun 9—11	MIME Solutions PM Toolkit Workshop	Willington Hall, Cheshire, UK	Project Management Workshop based on the 'PM Toolkit' series books
Sep 29 - Oct 1	MIME Solutions PM Toolkit Workshop	Willington Hall, Cheshire, UK	Project Management Workshop based on the 'PM Toolkit' series books
Oct	DIA— Project Management Excellence in Life Sciences: Balancing Art and Science	Washington DC, USA	Metric Driven Performance— Project Management and Lean Six Sigma
Nov	ISPE Annual Meeting	Boca Raton, Florida, US	Supporting the Project Management Community of Practice (PM COP)
Dec	ISPE Risk Management	Barcelona, Spain	The impact of risk management in different areas of pharmaceutical development and manufacturing



Trish Melton, MIME Solutions Ltd. Principal Consultant



Willington Hall Hotel, Cheshire, location of the Project Management Toolkit training courses.

Changing Ways of Working—A Case Study

The following case study is taken from the MIME portfolio and demonstrates the benefits of using a set of structured management tools to focus decision makers and drive sustainable change.

The Situation

A European organisation had identified a need to change its mode of operation in order to better serve and align with both its members and associate groups.

Fundamental changes to ways of working needed to be considered, along with a re-development of their vision and strategy.

The Assignment

MIME implemented a series of workshops to guide participants through this change process:

- Environmental analysis and current state audit — to identify current status, risks and challenges
- Vision and strategy — to brainstorm a vision of success and develop the critical success factors needed to achieve this
- Gap and risk analysis — to identify the gaps between where the organisation is and where it wants to be, considering the forces for and against the changes
- Action planning — to review outputs and generate action plans for implementation

The critical success factor in such an intensive 2-day event was the enthusiasm and engagement of the management team.

The Outcome

By 'going back to basics' and rethinking vision and strategy, a path of success was developed which the organisation would have to follow in order to generate sustainable change.

Working with the management team, MIME developed an action plan with clear and accountable roles, responsibilities and key milestones.

The team were unanimous in their positive feedback, commenting: "We now have a new mode of operation which will help us be ready for future challenges".

MIME's approach to 'root cause' the diagnosis for change, step by step analysis and action planning has proven to be an effective method of engaging teams and motivating them to design and action their own sustainable solutions.

"Trish's no nonsense approach got everyone involved—even the skeptics! By the end we were tired but optimistic!"

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Harlequin – A masked character with agility and a wonderful simplicity that enabled him to achieve unforeseen and startling effects

Company Profile and Services

The Profile

Melton Integrated Management and Engineering Solutions (MIME Solutions Ltd) was formed in November 2003 by Dr Trish Melton. It is a management consultancy business working within a variety of industries, e.g. Chemicals, Pharmaceuticals and Healthcare.

MIME Solutions services comprise three main categories: **Project Solutions** **Business Solutions** **People Solutions**

The portfolio ranges from Business and Project Management support services to team building, training and organisational review support. MIME is focused on the effective solution of business challenges - whether related to a specific project or programme, an organisational change or an interim business solution. MIME supports the identification of issues and the implementation of appropriate, sustainable solutions.

MIME capability is based on the extensive experience of its employees and associates and covers:

- Engineering capital projects – delivered globally within chemical and pharmaceutical industries
- Business improvement programmes – using lean six sigma processes and best practice change management
- Business strategy development—incorporating business planning tools / methodologies
- Team development, coaching and individual capability development
- Training – project management (Pharma and generic), lean six sigma, change management

The Clients

MIME clients come from a variety of industries e.g.

- AstraZeneca
- BRITEST Limited
- GlaxoSmithKline
- ISPE (International Society for Pharmaceutical Engineering)
- Barts and The London NHS Trust
- Claudius Consulting

The Assignments

The majority of the assignments are confidential in nature however they generally involve:

- Project or programme strategy development and project or programme health-checks
- Business change, risk assessment and business planning
- Team training, coaching and mentoring (various areas of

The Philosophy

MIME philosophy is bounded around the following principles:

Agility – Clients need an agile response and MIME will only take on work where we can achieve this – either through directly employed consultants or associates.

Simplicity – We want to develop simple solutions that can be owned by our clients – this supports a sustainable approach and one which helps the client to be “self sustaining” as soon as is practical. The goal of a MIME consultant is to develop a solution and leave a legacy of sustainable success.

Innovation – Every client’s need is different and whilst some similar approaches, methodologies or tools may be suitable we also consider new or adapted approaches, customised for a specific issue.

Solutions – MIME exists to solve problems for our Clients, not to just highlight where the problems exist.