



Glazing Industry Product Management Specialists

Transforming product & service performance

**LANTERN  
DAVIS**



# Are Your Products and Services Under-Performing?

- Profit and sales performance lagging?
- Tender bids time consuming?
- First time targetting public or larger contracts?
- Supply chain issues?
- Quality goals slipping?
- Customer complaints & remedials bogging down staff?

Sales and profitability are affected by so many factors, both internal and external, whether your 'product' is a service or a tangible.

It can feel like juggling, finding the time to focus on your Product Management when day-to-day operational issues are so demanding.



Effective Product Management is the key to better business performance!

It includes every aspect of the lifecycle of your business offering, from initial customer interactions, through to post-sales activities, for everybusiness size.

# Lantern Davis - Your Product Management Specialist

Over 99% of UK firms are 'small' or 'micro', employing 50 staff or less. Few have resources for a full-time experienced Product Manager.

Indeed few employers understand Product Management as a discipline nor its benefits to their business.



This is where we come in!

We have decades of experience across the glazing industry and further afield, not only in formal Product Management but in Quality, Sales and Operations.

Our unique experience means that our Product Management services include far more than city consultants and business schools offer.

## Our services

Our services include:

- Product Management
- Quality Management
- Tender bid preparation
- Representation
- Independent witness.

We provide our services to suit you.

As little or as much as you need:

- Training your staff
- Supporting your staff
- Delivering projects or tasks.



DUCK LIVES  
Risks missed  
Quality issues  
Poor communications  
Sales unfocussed  
... your experiences?



 Transferring your Product Management

# Product Management

Product Management is a business discipline often neglected, except in the software and tech sectors where it's well proven and extensively applied.

Vital for both service and tangible products, we offer comprehensive services:

- Product & portfolio performance review
  - New Product Development (NPD)
  - Diversification to new market segments
  - Launch strategy and management
  - Market analyses
  - Risk analyses
  - Roadmaps, Proposals, Briefs and Reports
- ...and more, however 'innovative' your ideas!

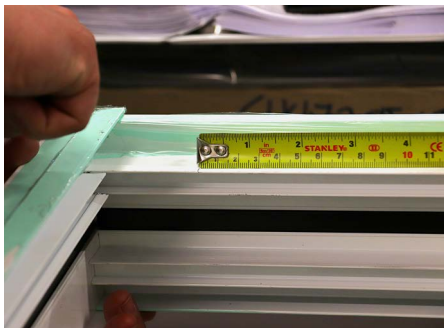


# Quality Management

The most important attribute of not only your product, but also your business reputation, is its Quality.

Customer's quality expectations change, and are usually different to yours.

We provide Quality Management services to help you set up and improve your systems and processes, whether for ISO 9001, SBD, or others' standards:



- Quality framework setup
- Gap analysis
- Stakeholder analysis
- Value and Risk analyses
- Quality processes improvement
- Internal audits
- Management Reviews.

## Bid Preparation

We have decades of experience in successful bid preparation for construction projects and public frameworks.

On a recent county council bid we completed for a client, the council stated “This was considered to be an outstanding response” - our client won the bid.

We offer assistance with:

- Preparing whole bid package
- Preparing select documents
- Reviewing your documents
- Training your staff.



## Representation

First impressions definitely count.

And staff availability sometimes lets you down.

For whatever reason, if you need a competent interim executive to attend on your behalf, to meet obligations or increase your credibility, we can be there.

We have hosted numerous site meetings with main contractors, architects and consultants. We will follow your protocols with discretion, and report back immediately by phone and also with a written report.



We can support you with:

- Client meetings
- Onsite troubleshooting
- Independent witnessing
- Facilitator / 'emcee'.

# Nick Hudleston - our lead consultant and founder



Nick Hudleston has served 26 years in the fenestration industry, in flagship brands serving timber, uPVC and aluminium sectors.

Formally trained as a Product Manager, Nick has a BEng from Coventry University, and a PGDip in Business from WBS at Warwick Uni.

His roles in various engineering sectors in UK, US, Australian and EU firms cover every aspect of product lifecycles, strategic and tactical.

He has also sat on a number of construction industry committees, including:

- The Council For Aluminium in Building (CAB),
- The Chartered Institute of Building Services Engineers (CIBSE),
- Council for Window and Curtain Wall Tecnology (CWCT),

publishing a number of standards, and regularly presenting at their events. Nick is also a joint author of a number of published peer-reviewed papers.

‘Enthusiastic, interested, passionate, interesting, helpful’... feedback received about Nick. And recently... “Speaking with Nick is like talking with a therapist”.

Drop us a line - Nick will be glad to meet you to discuss your product ambitions.

## Contact Us

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