



New Resolution Ltd
106 Windermere Road
London
W5 4TH

+44 (0)7770 596979
andy@newresolution.co.uk
www.newresolution.co.uk



welcome to new resolution

Providing planning, support and advice on public facilities, museums, galleries and visitor attractions, entertainment venues and events, to ensure client and customer satisfaction.

new resolution offers practical advice and support based on the experience and knowledge of it's founder and a network of exceptionally experienced associates all still working in their field of expertise.

This network provides specialist input, enabling **new resolution** to provide a turnkey solution to clients' needs and ongoing business support.

new resolution can provide consultants with extensive practical experience, across many disciplines including Finance, Human Resources, Sponsorship and Fundraising, Catering, Retailing, as well as general operations. Collectively we have direct experience in the following fields:

- ▲ Visitor Attractions
- ▲ Museums and Galleries
- ▲ Music, Sport and Entertainment Venues
- ▲ Complex Major Events
- ▲ Corporate Events
- ▲ Outdoor Festivals
- ▲ Public Safety

new resolution provides consultancy services in order to:

- ▲ Avoid operational problems throughout the planning and implementation stages of a project. Where problems are unavoidable, to provide solutions that are well thought through and to make distinct, pragmatic recommendations.
- ▲ Identify and define problems in existing operations, through operational audits, market, customer and staff analysis and organisational design reviews.
- ▲ Offer solutions to problems and practical support to ensure improved performance and on going success, using proven methodologies and working alongside clients to nurture sustainable improvements.

The following web pages highlight the scope of the projects undertaken by new resolution and our approach to problem solving. For more information contact andy@newresolution.co.uk

"The devil may be in the detail, the remedy is found in experience, creativity and clarity of purpose, from people still practising in their field of expertise."

Contact Andy Young

m: +44 7770 596979

<mailto:andy@newresolution.co.uk>



planning & development

Avoiding problems – **new resolution** supporting the planning stages of a project.

- ▲ **new resolution** provides expertise to supplement project teams and provide operational input throughout the planning stages, from creative concept to launch. We understand the need to integrate planning across functional areas and can support project leaders or take on the lead role.
- ▲ Having worked alongside prestigious business consultants we have experience of translating the mission, visions and values of an organisation into the deliverables of operational teams.
- ▲ We can help create the business plan for a new venture and advise on the impacts on the plan as circumstances change through the course of the project.
- ▲ We provide advice on space utilisation, including commercial considerations, such as catering, retail, exhibitions and attractions and the provision of supporting facilities, such as technical and maintenance areas, security infrastructure, toilets, cloakrooms and staff areas.
- ▲ We can advise on funding strategies and the operational interface with sponsors and support client's sponsorship campaigns.
- ▲ We can offer advice and support on creating and implementing marketing plans, preparing communication strategies and maximising the potential from launch activities.
- ▲ We can support the selection and recruitment process for managers and staff.
- ▲ We can draft critical operational planning documentation, including:
 - ▲ risk assessments
 - ▲ standard operating procedures
 - ▲ staff induction and training plans
 - ▲ business continuity plans
- ▲ We can advise on operational budgets and provide data to benchmark prospective revenue streams.
- ▲ We can support planning and licensing applications.

"Having someone with a wide experience of operational issues on your planning team is essential. It helps to avoid unnecessary problems and when issues arise, you have someone capable to tackle them head on."

Contact Andy Young

m: +44 7770 596979

<mailto:andy@newresolution.co.uk>



operational auditing

new resolution auditing existing operations to identify and define problems for clients and providing an action plan to resolve issues.

- ▲ We work on project briefs from a wide range of clients and use the diversity of operations, into which we have extensive insight, to cross fertilise ideas and initiatives from different market sectors.
- ▲ Our starting point is to work with the client to determine their precise needs and agree concise terms of reference and the scope of our involvement, accepting that clients needs evolve and change.
- ▲ We tailor the investigative stages of our assignment to the specific circumstances of the client and their operating context. This can include interrogation of financial or marketing data, reviewing or generating visitor feedback information or interviewing key stakeholders.
- ▲ Depending on the nature of the project, we work to varying degrees with the existing operational team to distil their perception of the issues, alongside our own independent audit.
- ▲ We provide clients with interim reports, setting out the preliminary findings and highlighting the directionality of our work, ensuring our clients are in agreement with this at key stages throughout the assignment.
- ▲ Once the preliminary reports for all the appropriate aspects of the operation have been refined we draw together all the components and provide a summary report for clients. At this stage we provide outline recommendations for either remedying the problems or for the nature and timescales of any further work that is required.

"As a client, you often know what the problem is. The trick is in understanding all the factors causing it and coming up with solutions that overcome it, without causing even more problems and unnecessary disruption."

Contact Andy Young

m: +44 7770 596979

<mailto:andy@newresolution.co.uk>



solutions

Solving problems - **new resolution** providing support and advice for projects and organisations facing complex issues and generating robust end to end solutions.

Either as a result of our own audit or as a consequence of clients' established concerns, we offer more direct troubleshooting input.

- ▲ We can act as mentors for the current operational team, supporting them through any improvement or change process.
- ▲ We can provide emergency operational cover or investigation of financial or operational irregularities.
- ▲ We can support the recruitment of new managers and staff, providing interim cover for key strategic roles.
- ▲ We can generate documented procedures and processes to consolidate performance improvements or review and overhaul existing procedures.
- ▲ We can investigate operational and management competencies within teams, make recommendations about changing culture and organisational structure.
- ▲ We can create and implement a change management process.
- ▲ We can assist in the procurement of outsourced operational support, providing clients with access to operational expertise and assisting in defining key contractual terms and on going performance monitoring and management.
- ▲ We can provide direct operational support to teams temporarily under-resourced, either through reduced management availability or as a result of increased project or event workload.

If you are interested in discussing our services and how they may fit with your current or future needs, please [email us](#), or call Andy Young on +44 7770 596979.

"Sometimes it's not about making radical changes, just developing the existing people. Having access to someone experienced in nurturing and guiding operational teams is really valuable."

Contact Andy Young

m: +44 7770 596979

<mailto:andy@newresolution.co.uk>



about new resolution

Typically, once a client has provided us with a project brief we would generate a thorough scoping document, setting out the likely timescales, resources to be utilised and the deliverables, along with the fee structure.

new resolution assemble teams of associates with the appropriate subject expertise, to match the brief and deliver coherent, distinct and valuable project work.

Andy Young – Career Overview

The Science Museum, South Kensington, London.

Head of Operations and Commercial Services 2000 – 2005

Member of the Senior Management Team for the Science Museum and the Trading Company, contributing to the strategic management of both.

Responsible for leading the following functions and projects;

- ▲ Commercial Services - Imax theatre, simulator rides, temporary exhibitions
- ▲ Visitor Services - on gallery staff, public, building, and collections security
- ▲ Retail, Licensing and Post Office Counters
- ▲ Corporate Event management
- ▲ Call Centre, Reception and Information Service Management
- ▲ Catering Contract Management
- ▲ Gallery Maintenance and Workshops
- ▲ Cleaning Contract
- ▲ Health and Safety management for the entire operation of the Science Museum
- ▲ Operational consultancy projects: RAF Museum at Hendon, the Household Cavalry Museum in Whitehall, the BFI Imax theatre at Waterloo and the Royal Historic Docks at Chatham
- ▲ Review of all on site commercial activities at the National Railway Museum and National Museum of Film, Photography and Television

The Millennium Dome, Greenwich, 1999 - 2000

Employed on a consultancy contract to set up all operational aspects of the Central Arena for the Opening Ceremony and operating year.

Wembley Stadium Limited, 1991 – 1999

Progressed from the box office to become the Senior Operations Manager for the Arena, having managed events in the Stadium, Conference Centre and Exhibition Halls. At the Arena, I managed the

"Sometimes we forget who the customer is and how they rate what we do, or plan to do. Having a genuine customer advocate at the table ensures someone always asks those basic questions and doesn't give up until you have a sensible answer."

Contact Andy Young

m: +44 7770 596979
<mailto:andy@newresolution.co.uk>

Event Management, Technical, Maintenance, Front of House and Support Service teams.

Further Education

C.I.M. Diploma in Marketing (DipM) (MCIM)

BA (Hons), Business Studies (2:i)

Additional Information

- ▲ Trustee of the Household Cavalry Museum
- ▲ Safety Officer for "V" concerts at Chelmsford, 1999 -
- ▲ Member of Industry Response Group for revision of the H.S.E Guide to Health, Safety and Welfare at Pop Concerts
- ▲ Member of National Stadium design brief team
- ▲ Visiting Lecturer at Home Office Emergency Planning College