

# Cosmos boosts business efficiency

When James Dalton-Golding launched his new venture in 2017, he knew there was a gap in the market for the type of service he wanted to provide.



**James Dalton-Golding,  
Cosmos Performance**

**“Lots of small businesses wanted to adopt change to become more efficient but they don’t always know how to go about it,” he says. “We use a range of tools and techniques to identify and eliminate unnecessary waste within their business, helping them to create more efficient processes and procedures. This approach has many benefits, including increased operational efficiency, reduced costs and higher productivity.**

“All of these benefits are crucial in the current climate, with the country about to enter the deepest recession in living memory. Companies need to do everything they can to keep ahead of the competition – and this can be assisted by making sure they’re as lean and efficient as possible.”

James’ company, Cosmos Performance, has a team of highly skilled consultants who work with a range of organisations including manufacturers, construction firms, facilities management specialists and health organisations. On average, Cosmos Performance clients see a return on their investment of up to ten to one – evidence that more firms should consider the benefits of lean and process improvement. Beneficiaries of Cosmos’ services include the NHS, FM Conway, Interserve and many small-to-medium enterprises. As economic fortunes have changed due to the coronavirus pandemic, Cosmos Performance has adapted its service provision to suit.

James says: “As part of our engagement with clients, we’re now to assist them to become Covid secure, without impacting the working day. This allows us to help businesses and organisations adjust to the current situation and help make their workplaces safer for staff, clients and visitors. Sometimes it’s the simple things that companies overlook, such as allowing more time for staff to wash their hands throughout the day or the extra time it take queuing for lunch.”

James is an experienced managing director with a demonstrable track record of working in the management consulting industry. Skilled in operations management, lean management, lean construction, facilities management and team building, he’s also an expert in helping companies and organisations to manage change.

He says: “People should not be afraid of change. A fresh set of eyes and approach from the outside can often see things that a company owner cannot because he or she is immersed in the business. An independent person can come in and offer a fact based



opinion by following the processes within the business.

“To ensure that the approach we take is fully adopted by our clients and their employees, we take them on the journey with us. This way, implementation is not just about doing what you are told to do. It becomes a culture that everyone is bought into and wants to be part of, which makes it easier to deliver sustainable results.

“Using our strengths and our capabilities, we can not only focus on the use of lean and process improvement, but take a holistic view incorporating business improvement techniques that will benefit everyone involved.”

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