

MALVERN PANALYTICAL, GREAT MALVERN

MEMBERS OF HEREFORDSHIRE & WORCESTERSHIRE CHAMBER OF COMMERCE



CHAMBER BUSINESS AWARDS

CELEBRATING BUSINESSES

ONE STORY AT A TIME

“They focus on team-driven planning, empowering employees to shape their own actions based on what drives the best results for them.”

Malvern Panalytical, members of Herefordshire & Worcestershire Chamber of Commerce, make scientific instrumentation.

Their people are diverse, highly-skilled and passionate, and their expertise powers the development and manufacture of instruments through to installation and application management. People are at the heart of their business strategy, and they know the company's success depends upon their engagement. They focus on team-driven planning, empowering employees to shape their own actions based on what drives the best results.

They have invested in an annual employee engagement survey ('Connect'), aligned with global best practice via Gallup. This survey measures twelve key engagement metrics, and they work together continuously on these to improve scores at all levels of the company.

They measure and maintain focus on this progress, and on their 'Connect Day', they socialise and celebrate successes by sharing their stories. Participation in the survey in 2022 increased by 20% compared to 2021.

They regularly update their people on business performance through site webinars and global townhall meetings, offering everyone the opportunity to engage with colleagues at all levels in every area of the business. In these meetings, they discuss the company strategy, see progress against goals, and discuss how everyone can play their part in shared success. They identify clear, measurable targets on an annual and 5-yearly basis, with 'People' front and centre as one of four key breakthrough targets.

Their commitment to people is also evidenced by values-based, high-performance culture. This is underpinned by three key values:

- 'Own it' - To have absolute integrity in all that they do
- 'Aim high' - To work as a team to achieve the best possible results for customers
- 'Be true' - Keep promises to one another and customers, and believe in being bold and positive

Keeping skills fresh in an ever-developing world is crucial, so they invest in learning and development. Last year, they engaged 1,000+ colleagues worldwide in their 'Learning at Work' week, via internal webinars on topics as diverse as Social Media, Change Management and Leadership. These workshops offer the opportunity for individuals to show their 'superpowers' while nurturing others in the organisation. They also run 'leadership booster' programs, to help them learn more about themselves and managing others.

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They invest in technologies which transform core processes and ways of working. This means their people use leading-edge systems to enhance how they work and build their skills. They believe in helping employees develop fulfilling careers, focusing on early career opportunities for apprentices, university students and graduates, 'Year in Industry' students and school leavers. They also encourage people to spend a proportion of their work time on personal projects which are important to them.