SERVICES & PROCESS

How PIW UK works

Six stages. Your decisions.

The six-stage journey, what each stage can provide and where you decide next.

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Proposed Improvement Works
Independent business improvement partner

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Identify & Discuss

01 / Identify — preliminary starting point

We notice a potential improvement through independent research, or you bring us a challenge or idea.

If we approach you, you receive a short outline — a starting point for conversation, not a finding.

An unsolicited outline is an invitation to talk, not a completed assessment or confirmed finding. You can also bring your own challenge, idea or project.

Possible outputs within scope

- A potential opportunity to discuss
- Initial questions to explore together

Your decision

Would you like to have an initial conversation?

02 / Discuss — free initial conversation

A free, informal conversation about what matters to you and whether the idea is worth exploring.

No obligation. The discussion does not include a detailed assessment, investigation, research, written proposal or business case.

We talk through your objectives and what you want to improve. Nothing beyond this conversation begins without an agreed scope, deliverables, timescale and fee.

Possible outputs within scope

- A shared understanding of what you want to improve
- Questions for an assessment if you choose to proceed

Your decision

Is this worth looking at properly?

Assess & Develop

03 / Assess — paid, separately agreed

A structured review of the agreed area, separating verified observations from assumptions.

A written summary with prioritised findings. Scope, deliverables and fee are agreed before work begins.

Within the agreed scope, we gather what can be verified, note assumptions and unknowns, and identify constraints such as budget, timing, permissions, tenancy or operational limits.

Possible outputs within scope

- Assessment summary: facts, assumptions and unknowns
- Prioritised findings, key constraints and risks

Your decision

Proceed to developing options?

04 / Develop — paid, separately agreed

We turn a selected opportunity into a practical proposal with options, costs and considerations.

A proposal to support your decision. Specialist advice is provided or validated by qualified professionals.

We compare realistic options, from light-touch to more ambitious, with their trade-offs and dependencies. Where useful and agreed, illustrative concepts make the idea easier to picture and a draft business case sets out its assumptions. Visuals are for discussion only — not architectural, engineering or construction drawings. Indicative costs need validating with data, surveys and real quotations.

Possible outputs within scope

- Options with pros, cons and dependencies
- Indicative costs, subject to quotations
- Illustrative concepts and an assumptions-based business case where agreed

Your decision

Which option, if any, do you want to take forward?

Source & Coordinate

05 / Source — paid, separately agreed

We research and compare potential suppliers against requirements agreed with you.

A shortlist or comparison. You choose any supplier — or none. Relevant referral remuneration is disclosed first.

We identify relevant independent providers, help brief them consistently and make quotations easier to compare. You choose and appoint suppliers. PIW UK does not guarantee their availability, suitability, performance or work.

Possible outputs within scope

- A shortlist or comparison of independent providers
- A consistent brief for quotations

Your decision

Who do you want to appoint, and on what terms?

06 / Coordinate — paid, separately agreed

We help keep agreed work organised, communicated and moving through its planned stages.

Coordination and updates as set out in your quotation. You can stop after any stage.

Where commissioned, we track actions, checkpoints and open questions. Timing, scope and reporting are agreed for each engagement, not a fixed schedule. Where review is included, we look back at what was intended, what was done and what was learned, noting further opportunities. Independent providers remain responsible for their work; PIW UK does not employ them or guarantee outcomes.

Possible outputs within scope

- Agreed next-step plan and progress updates
- Checkpoints, decisions and open questions log
- Review note and follow-on opportunities where agreed

Your decision

Continue, pause, adjust or stop — and consider what comes next.