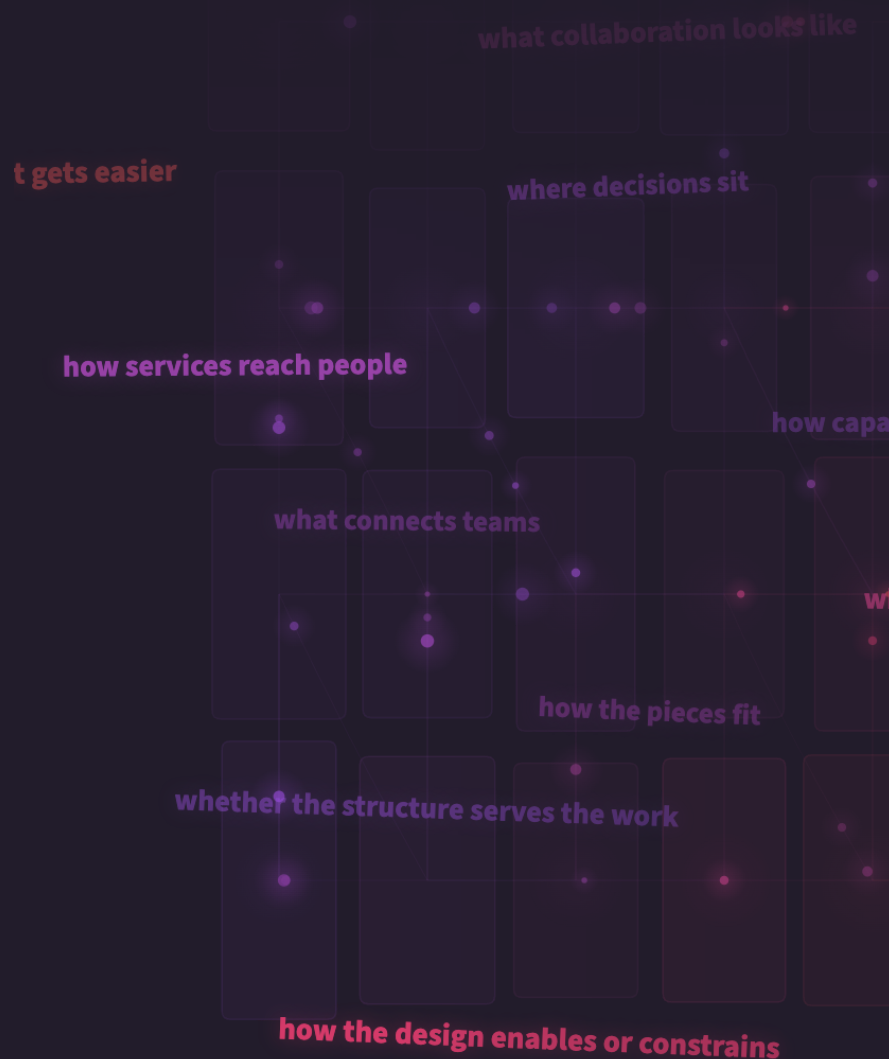


STRUCTURE & OPERATIONS

Organisational Design Consultancy

We help you design organisations that actually work - where structure, operations, collaboration, and capability all fit together as one connected system.



CONTEXT

You're ready to redesign how your organisation works. We help you create a design where everything fits together properly.

Organisational design is often treated as a structural exercise. Draw the org chart. Define the roles. Set the spans of control. But structure is just one part of how an organisation works. The design that matters is the whole thing - how teams collaborate, how decisions get made, how services reach the people who need them, how capability develops, and how all of these connect.

An org chart tells you who reports to whom. It tells you almost nothing about how the organisation actually functions. The most important design decisions are the ones that shape how work flows between the boxes, not just what sits inside them.

We help organisations where...

You want an organisation that's set up to do what it needs to do - where the design makes good work easier, not harder.

You want a design that enables collaboration naturally

We help you create structures where working together is the path of least resistance

You want clarity about roles, decisions, and accountability

We help you design in a way that makes it obvious how things work and who does what

You want a design that fits where your organisation is now, not where it was

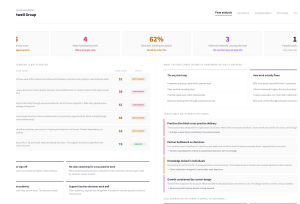
We help you evolve your structure as your context changes

You want the design itself to bring out the best in your people

We help you create the conditions where capability and collaboration thrive

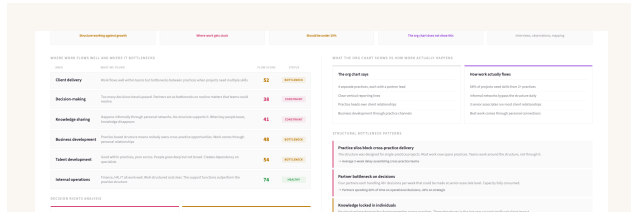
Why good design means understanding how everything connects

Traditional organisational design treats the organisation as a set of parts to be engineered - define the inputs, design the processes, specify the outputs. But organisations don't work that way. They are complex living systems where structure, culture, capability, and operations interact in ways that cannot be captured on a single chart.



Four connected areas of work

Every organisational design challenge is different. But our organisational design consultancy typically moves through four connected areas - understanding how the current organisation works, designing the organisation you need, implementing the design with care, and building your capability to keep developing the design over time.

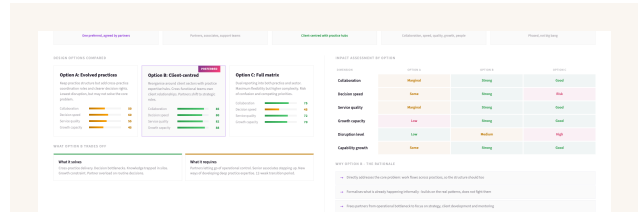


01

Understand

Before you can design the future, you need to understand the present - honestly. Not the tidy version on the website, but the real organisation. How does work actually flow? Where do teams collaborate naturally and where does the structure force them apart? Where does capability sit, and where are the gaps? What is the relationship between the formal design and the lived reality?

A clear picture of how the organisation actually works as a whole system - the foundation for designing something better.

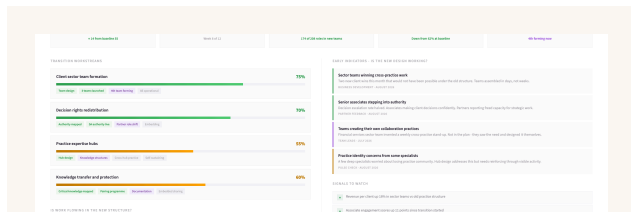


02

Co-design

The strongest organisational designs emerge when the people who understand the work are involved in the design. Strategy sets the direction, but the people who deliver services, manage operations, and collaborate across teams bring the practical knowledge that makes a design actually work.

An organisational design where structure, operations, collaboration, and capability all work together - designed with the people who will make it real.

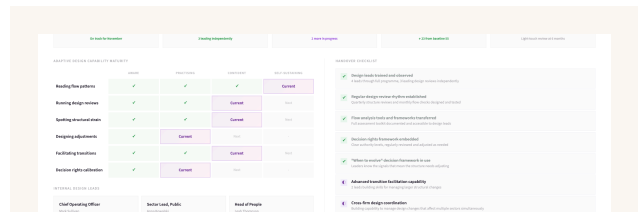


03

Implement

An organisational design is only as good as its implementation. The transition from the current organisation to the new one is where design meets reality - and where the quality of the design work really shows. Good design anticipates the implementation challenges. Good implementation stays faithful to the design intent while adapting to what it learns.

An organisation that transitions smoothly from old design to new - with people supported through the change and the new ways of working taking root.



04

Build capability

The best organisational designs evolve. As the organisation grows, as the context changes, as you learn what works and what does not - the design needs to adapt with it. Our goal is to leave you with the capability to keep developing your organisation's design, not to create a dependency on external support.

An organisation with the capability to keep developing its own design - evolving as needs change rather than waiting for the next reorganisation.

70% of organisation redesigns fail to meet objectives 3x performance gap between well-designed and poorly-designed organisations 80% of leaders say their operating model needs updating 50% of employee frustration is attributable to organisational design issues

McKinsey Deloitte Bain Organisational Design Consultancy Gallup

mutomorro

What becomes possible

Organisations we have partnered with through our organisational design consultancy describe something that goes beyond the new structure. The organisation starts to feel like it was designed to do what it needs to do. Things that were hard become easier. Things that were slow become quicker. Not because people are working harder, but because the system supports them.

An organisation that fits Because the design was created around what the organisation needs to do, not copied from somewhere else

Clarity and confidence Because people understand their role, their team, and how they contribute to the bigger picture

Better collaboration Because the design was built to enable it, not just hope for it

Stronger delivery Because the operating model connects purpose to capability to service

An organisation that evolves Because the capability to keep developing the design is built in

Good organisational design is not about drawing the perfect chart. It is about creating a living system where structure, operations, culture, and capability all work together to enable the organisation to do its best work.

Ready to explore what this could look like for your organisation?



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