

# 60 seconds with...

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## What led to you creating a company like MBE?

I had spent ten years in the same company and felt it was time for a change. I had become an internal process consultant and had found a profession I genuinely loved: being able to help employees work in a way which made their jobs more interesting, improved the experience for the customer and at the same time reduced operational costs without losing the people.

After six years of being an internal consultant I felt the stakeholders were always the same, the environment was the same and I felt there were opportunities to do this externally with other insurance companies. I always had a dream of having my own company and being my own boss.

Through a mutual connection, I met Andries, who shared the same ethos as me on continuous improvement. We felt the insurance industry was always firefighting and not tackling the root causes of problems. Together we set about changing the status quo in insurance, proving that there are real benefits to applying an ethos of continuous improvement, and that you don't need to be a big consultancy to succeed. After a few years, we added technology to our armour and Christo joined us. Combined, we know we have a unique offering. We may be a small consultancy, but we are not afraid to compete bit the big firms. We believe in what we deliver and we take great pride in supporting our clients.

Through MBE I hope to encourage everyone to dream big: nothing is impossible. Always believe in yourself and work hard, then your dream may just come true!

## What are your goals/aspirations for the business?

To create a consultancy where employees choose to develop their careers. To offer a flexible working environment for both employees and our clients. To revolutionise the way the insurance industry operates.

## What do you see as key to architecting an efficient process?

Understand the end to end process, identify the customer and what they value. Drive out waste and ensure that the process flows.

## What is your approach to working with a new client?

Get to know your stakeholders and what their objectives/goals are. Be transparent. Always speak the truth.

## If you could pick anyone, who would you like to be trapped in an elevator with?

That is easy, Zac Efron!

## What do you do to decompress after a busy week?

Always in the country side! Family time, take the dog for a run or bike ride, go for a ride on my neighbour's horse and sometimes a glass of wine on a Friday afternoon.

