



KEYNOTES · WORKING SESSIONS · PODCASTS

More people *won't* clear the backlog

I'm Stuart Corrigan. I show operations leaders why headcount, overtime and new software never clear a backlog for long — **and what does.** Evidence from real redesigns, not slideware. A room leaves with one idea it can act on, and the proof behind it.

Amazon UK #1 author

25+ years in operations

50+ change programmes



THE SPEAKER

A timely, evidence-led voice — not motivational theatre

Stuart Corrigan is the founder of Descartes Consulting and an **Amazon UK #1 bestselling author** (Waterfall Project ER). Over 25 years he has redesigned service operations across insurance, banking, pensions and the public sector — removing the conditions that create backlogs, and proving it on the numbers: he cut a 100,000-case claims backlog from 508 days to 35.

Operations leaders are under pressure to cut cost, lift service and "add AI" all at once. Stuart gives a room the one idea that makes those goals compatible instead of competing. His talks carry the same voice as his work: direct, evidence-led, free of jargon. Audiences don't leave inspired — they leave able to **see their own operation differently**.

AT A GLANCE

- Amazon UK #1 in Project Management (Waterfall Project ER)
- Author of Claims ER
- Co-founder, Vanguard Scotland (with John Seddon)
- Ex Commercial Director, Goldratt UK
- Ex Head of Agile, Lloyds Banking Group
- Executive MBA with Distinction, Cardiff
- Certified: Systems Thinking & Theory of Constraints

THE EVIDENCE · ONE ENGAGEMENT

A backlog of well over 100,000 cases at one of the world's largest insurers. No new system, no extra headcount — one constraint removed.

508 → 35 days to close a claim, before and after. It didn't drift down over years — it dropped once the one constraint was removed. And it held.

2.8×

Productivity increase

61%

Fewer failure-demand calls

30%

Reduction in FTE required

73%

Shorter payment lifecycle

Figures from a documented engagement. Talks are tailored; the underlying method is the same one applied here.

The talks

Each one gets into how the work actually flows, and the one thing to fix first. No keynote theatre. Every talk is shaped around the audience in the room.

- 01

Why backlogs resist the usual fixes

Headcount, overtime and new software rarely clear a backlog for long — it comes back, because the real cause is a single constraint hidden inside a complex flow.

THE ROOM LEAVES WITH

How to separate the few weak links that drive the backlog from the dozens that don't.

IDEAL FOR

Claims, operations & service leaders
- 02

The dashboard is telling you the wrong story

SLA averages hide what's really happening. Look past the average and the real story of an operation appears — the variation, the trend, and where the queue is genuinely built.

THE ROOM LEAVES WITH

A sharper, honest way to read their own numbers — past the averages that hide the problem.

IDEAL FOR

Operations & transformation leaders
- 03

Why AI amplifies a broken process

AI can't compensate for fragmented data, unclear ownership or broken flow. Point it at those and you scale the mess. Redesign the work first — then automate what's left.

THE ROOM LEAVES WITH

A clear view of where AI actually belongs in a service operation — and where it doesn't, yet.

IDEAL FOR

GBS, shared-service & finance leaders
- 04

Clear the backlog, and stop choosing between cost and service

Leaders are told to pick two of better service, higher productivity and lower cost. Redesign the backlog around its one constraint and all three move together — proven when a 100,000-case backlog fell from 508 days to 35.

THE ROOM LEAVES WITH

The case for treating the backlog as a design problem, not an effort problem.

IDEAL FOR

Senior operations & commercial leaders

WAYS TO WORK TOGETHER

Formats

- Keynote

30–60 min, main stage
- Panel & fireside

Moderated or in conversation
- Podcast guest

Remote, host-led

Available in-person across the UK & Europe and virtually worldwide. Content is shaped around your audience, sector and the outcome you want in the room.

IN THEIR WORDS

Leaders who've worked with Stuart

- "His differentiator is his ability to analyse an organisation and know exactly what to change to get results — fast."*

Richard Beaven — Chief Executive (acting), Pension Protection Fund · ex-Lloyds Banking Group
- "We cut costs, reduced the backlog and improved service, finally delivering value when we said we would."*

Tia Millar — Chief Product Officer, Safeguard Global
- "This process is brilliant in its simplicity. Stuart takes you into the work — you'll see it for yourself."*

John Dunnion — Head of Agile, Major Bank

Bios & stage introduction

Everything on this page is ready to copy — three bios for your programme, website or socials, and a stage introduction to read as Stuart comes on.

Bio — three lengths

ONE LINE · ~25 WORDS

Stuart Corrigan is the founder of Descartes Consulting and Amazon UK #1 bestselling author of *Waterfall Project ER* — the operations consultant who cut a 100,000-case claims backlog from 508 days to 35.

SHORT · ~55 WORDS

Stuart Corrigan is the founder of Descartes Consulting and an Amazon UK #1 bestselling author (*Waterfall Project ER*). Over 25 years he has redesigned service operations across insurance, banking, pensions and the public sector, removing the conditions that create backlogs. In one engagement he cut a 100,000-case claims backlog from 508 days to 35 — with no new system and no extra headcount.

LONG · ~245 WORDS

Stuart Corrigan is the founder of Descartes Consulting and an Amazon UK #1 bestselling author — his book *Waterfall Project ER* reached #1 in Project Management, and he is also the author of *Claims ER*. Over more than 25 years he has redesigned service operations across insurance, banking, pensions and the public sector, removing the conditions that create backlogs rather than throwing effort at them.

His work is grounded in systems thinking and the Theory of Constraints. He co-founded Vanguard Scotland with John Seddon, served as Commercial Director at Goldratt UK, and was Head of Agile at Lloyds Banking Group. He holds an Executive MBA with Distinction from Cardiff and is certified in Systems Thinking and Theory of Constraints.

The results are on the numbers. In one engagement he cut a 100,000-case claims backlog from 508 days to 35 — with no new system and no extra headcount, by removing a single constraint. The same redesign lifted productivity 2.8x, cut failure-demand calls by 61%, reduced the FTE required by 30% and shortened the payment lifecycle by 73%.

On stage, Stuart carries the same voice as in his work: direct, evidence-led and free of jargon. He shows operations leaders why headcount, overtime and new software never clear a backlog for long — and what does — using hard numbers from real redesigns rather than slideware. Audiences don't leave inspired; they leave able to see their own operation differently.

Stage introduction — read aloud

FULL · ~30 SECONDS

"Our next speaker is the founder of Descartes Consulting and an Amazon UK #1 bestselling author. For more than 25 years he's redesigned service operations across insurance, banking, pensions and the public sector — and in one engagement he cut a 100,000-case claims backlog from 508 days to 35, with no new system and no extra headcount. He's not here to motivate you; he's here to show you your own operation differently. Please welcome Stuart Corrigan."

SHORT · ~15 SECONDS

"Our next speaker cut a 100,000-case backlog from 508 days to 35 — no new system, no extra headcount. Founder of Descartes Consulting and Amazon UK #1 author, here to show you why backlogs really resist the usual fixes. Please welcome Stuart Corrigan."

Name to read: Stuart Corrigan. *[Phonetic, if useful — Stuart bestätigt]*

Programme copy, promotion & logistics

For your programme

Why backlogs resist the usual fixes — why headcount, overtime and new software never clear a backlog for long, and how to find the one constraint that does. (Keynote, 30–60 min.)

The dashboard is telling you the wrong story — how SLA averages hide the real state of an operation, and a sharper way to read the numbers. (Keynote, 30–60 min.)

Why AI amplifies a broken process — where AI actually belongs in a service operation, and why redesigning the work has to come first. (Keynote, 30–60 min.)

Clear the backlog, and stop choosing between cost and service — how one redesign moves service, productivity and cost together. (Keynote, 30–60 min.)

Promotion blurb

READY TO POST — EMAIL, EVENT PAGE OR SOCIAL

[Event · date] — Stuart Corrigan, founder of Descartes Consulting and Amazon UK #1 bestselling author, on why headcount, overtime and new software never clear a backlog for long — and what does. Evidence from real redesigns, not slideware; a room leaves with one idea it can act on. Register: [[link]] · [tag @Stuart bestätigt]

Practical

BASED IN / TRAVELS FROM
Edinburgh, UK

REACH
In-person across the UK & Europe · virtually worldwide

FORMATS
Keynote 30–60 min · Panel & fireside · Podcast

ON-SITE AV
Standard stage set-up — microphone, screen for slides, a clicker

GOOD TO KNOW

A short technical rider and Stuart's slides are shared once a date is confirmed. Every session is tailored — to shape yours, tell us the audience, sector and the outcome you want in the room.

Speaker photos



SPEAKING



IN CONVERSATION



PORTRAIT · CASUAL



PORTRAIT · FORMAL

High-resolution files (approx. 1500 px) are provided alongside this kit — free to use for event programmes, websites and promotion.

ENQUIRE

Bring Stuart to your stage or team

Tell us about your event and we'll come back quickly on fit, availability and format. To help us shape the session, include:

Event date & location

Who's in the room (roles, sector)

Your theme or outcome

Format

In-person or virtual

SPEAKING ENQUIRIES

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Handled by Nadine · we reply within two working days