



CUSTOMER CASE STUDY

PMO design and implementation

AT A GLANCE

CHALLENGES

- Lack of process consistency
- Lack of monitoring and controlling
- Critical projects are in fire-fighting mode

BENEFITS

- Clear process and guidelines
- The process improvement targeted stakeholders pain points, able to create immediate impact
- High confidence and motivation in the team

OBJECTIVES

Establish PMO process, standardize project management process and templates. Achieve operational excellence and customer satisfaction. Improve project profit. Avoid customer escalation and project fire-fighting.

SOLUTIONS

We helped the team assess their gaps in the project management process and rolled out an improved project management process

- Troubleshooting current loss projects
- Interviewed key stakeholders
- Identified gaps
- Aligned key stakeholders' expectations
- Develop PMO plan and got stakeholders buy-in
- Create improved project management process and roll-out plan
- Provided team training for the new process
- Collected team's input for optimization

BENEFITS

Benefits One

Consistent project management process and templates. Clear guideline for team to follow.

Benefits Two

Improvement based on existing gaps and stakeholder wishes. Team gave buy-in prior to process roll out

Benefits Three

Teams received training with the new processes prior to roll-out and are provided the opportunity to provide input for optimization.

Benefits Four

Teams quickly saw the impact and benefits. The changes are well embraced.