

SALVAGING A DISTRESSED PROJECT

CGN helped our client in getting a delayed project back on track through effective execution management techniques that resulted in notable increases in project velocity, team engagement, and customer satisfaction.

Business Problem

Our client was struggling to complete a delayed project involving a team of over 120 individuals across 5 different locations. Team engagement, morale, and customer satisfaction were low due to little visibility into project status or plan to completion. Staff and vendor capacity was underutilized and billing errors were rampant.

CGN Solution

CGN identified the failure modes in the project and implemented procedures to increase execution velocity through effective planning, unbiased risk management, balanced work allocation, and tightened project tracking across all sub-teams. CGN also streamlined cross-functional coordination, communications and collaboration, and recommended team structure changes regularly as the project progressed. CGN also implemented an effective time-tracking system to facilitate accurate billing.

Customer Benefit

The business division that engaged the customer realized higher levels of satisfaction from its customers and increased engagement from its team members and vendors. Increased execution velocity and tightened control on billing information helped the BU realize its financial goals sooner and provided organizational confidence for its longer term strategic vision.

SCOPE

Conversion of 6000 drawings from legacy technology to latest technology

BUSINESS DRIVERS

Showcasing the capability of executing a large multi-location, cross-functional project in time benchmarked against competitors



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