



Jane were described by themselves as chaos and needed someone to come in to analyse what the company had achieved and where the company was heading, in order to bring in some processes such as change control.

The company acknowledged they were highly successful and positioned uniquely within the market, but understood that doing the same thing they do today tomorrow does not guarantee future success.

1. Analyse the company as it operates to identify where changes were needed now and where future changes would likely be needed.

The company was constantly fighting fires and any time required to change how the company operates was already depleted with staff working long hours and overburdened with work. This made it a challenge to promote change within the company when there was no time to change.

Key promises were made to customers which could not be kept.

2. Identify a plan forwards that can be actioned within consideration of the current company culture.

The first change identified was to consolidate the 3 separate lists of requirements that were being managed independently, but all impacted on the workload and priorities.

After doing so, the backlog of work was reviewed, ensuring nothing was missing and that each requirement had an estimate against it and a priority.

This was then presented in a series of slides showing the man hours of current requirements stretching multiple years.

3. Resources within the company were going to change and needed to be replenished quickly.

With retirements looming and moral low it was essential to bring in some positive influences to help reduce the backlog. The focus was a 50/50 split between getting the right skills and personalities.

Having grown the team, the backlog was reduced, and the technology underwent a transformation, time was allocated for housekeeping and the company found that it was more productive, increasing turnover by 40% in the first year.