

Clothing Retailer Corporation
Dodgeville, WI

Industry

Retail

Employees

6,000

Revitalizing the PMO: Process Development, Standardization, and Training

This client is a international clothing retailer, with operations in seven countries, and reports nearly \$2 billion in annual revenue.

CHALLENGES

Late in 2013, the client's Project Management Office (PMO) was struggling to meet both business unit and IT expectations. Internal assessments showed that processes were not kept up to date or followed, there was lack of standardization in project planning, execution, and monitoring, and use of a wide variety of status reporting styles and level of detail. The result was lack of visibility into resource demand, estimates to complete, and a variety of other metrics. In turn, this produced an inability to accurately plan new projects or report on the health of current ones.

SOLUTION

The client engaged Trissential to redesign the core processes of a high-functioning PMO, including project initiation and planning, status reporting, communications planning, risk monitoring, and others. Using Trissential's Projecty toolkit, process flows, templates, and completed examples were developed specifically for the client, reflecting their unique organization and culture. Called the client's "Back to Basics" program, this work culminated in a series of training classes for all project managers.



ESSENTIALS UTILIZED

MANAGEMENT CONSULTING

BUSINESS AGILITY

CONTINUOUS QUALITY

RESULTS

After training delivery was completed in January, 2014, standardized processes and templates allowed IT and PMO leadership teams to have increased visibility into true project status and financial health, and provided a basis for improved planning and resource management. At the project management level, delivery velocity was improved as a result of standardized tools and templates, greatly reducing variability across all core processes.



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