

Issues

- § Failing Programme Portfolio, 75% behind target
- § Lacking a Delivery Assurance Function and strong PMO
- § Need to move the recovered function into Business as Usual, recruit the team and perform handover without losing traction

Methodology and Tools

- § Pulse® check to identify cause of failure to perform
- § Create the Integrated Plan for Network Delivery
- § Recruit specialist resource to support plan delivery
- § Re-negotiate delivery standards and governance controls with key suppliers
- § Create Controls framework to track the delivery of the portfolio against agreed Key Performance Indicators

Results and Benefits

- § Improved delivery certainty by over 70% against KPIs
- § Accelerated delivery of key programmes to enable the Operator to move from third to first place in a UK wide Network Performance test (carried out by a third party)
- § Reduced delivery costs across the UK Networks portfolio - a cost saving in excess of 10% of total investment
- § Demonstrated improved Delivery Assurance Controls resulting in additional 20% of Group Investment funding

Balanced Scorecard – August 20XX

