

Case :

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Country :

United Kingdom

Sector :

Editing and Publishing

Company :

Editor and publisher of newspapers.

Type of intervention :

IT department.

Development and implementation of project management system for white collar developers.

Development and implementation improved 360° productivity management system for support IT department.

Project Goal:

Our mission was situated in the IT department and which was roughly separated in 2 main groups. On one hand the “intellectual ponytail developers” and on the other hand “PC installers and support people” . In the first area EffCo implemented light, but well functioning project management tools as well as a culture of measuring the unmeasurable. In the second area the main theme was reduction of response times as well as an increased service level towards the internal clients and man-hour productivity.

What did we do?

- Project standardization (life cycles of projects, milestones, plan/actual comparison, integrated time/cost control system in order to measure resource expenditures against budget and cost and performance variances, key performance indicators). A project office was set up that keeps time sheets to record actual hours, that calculates the financial and manpower constraints, that controls cash flow, that plans who will do what, when and how long and that foresees the consequences of new/secret/slipping projects.
- Introduction of supervisory tools
- Meeting standardization (in order to avoid meetings starting late, attendees not showing up, participants canceling at last moment, re-scheduling of meetings, starting meetings without a structured agenda, no pre-meeting feedback, feedback and information not being cascaded, no clearly defined actions and deadlines).
- Activity mapping
- Cross invoicing
- Introduction of KVI's as a management tool.
- Work with service level agreements.
- Updated skills matrix (everybody should be replaceable through training).

Results :

We identified up to £ 1.300.000 savings.