

## Improving Quality, Mentoring Teams

### Situation

Increased number of products and systems deployed over a 10-year period with limited ability to grow staff. Learning between projects was too long to adapt to environmental changes.

### Opportunity

Shorten learning process and increase level of rigor in Good Engineering Practices (GEP) to better align with risk-based approaches and to develop and mentor new project teams.

### Action

Implement After Action Review (AAR) process with facilitated feedback sessions based upon product, process and asset-realization models and asset-delivery procedure.

### Result

- Direct intervention within project team on project compliance to procedures.
- Accumulated learning across projects to drive change to realization models, procedures and enhancements to GEP.
- Governance to prioritize changes and benchmarking/alignment with environmental changes.

### Services

- After Action Reviews (AAR) and performance improvement
- Delivery capability audits
- Organizational audits
- Project governance systems design
- Building team culture