

Improving Quality, Mentoring Teams

Situation

Increased number of products and systems deployed over a 10-year period with limited ability to grow staff. Timing between projects was too long to effectively learn and adapt to business 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 using phases.

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
- Product and process realization risk grids