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## Customer: 100 Year-Old Full Service Design/Build Privately-Held Company

This customer is a global market leader specializing in the design, engineering and construction of turn-key bulk material handling and processing systems for the power, mining, and mineral processing industries, including port facilities.

*Project Location: Illinois and Utah*

## Customer's Challenge

The Customer's turnkey engineer, procure, construct (EPC) project delivery model was outdated and in need of quality, consistency, and repeatability process improvements. The challenge included standardizing the entire process from project initiation through project closeout. Specific areas targeted for project management performance improvement included project efficiency, project control, timeliness & accuracy of progress tracking, and timeliness & accuracy of forecasting/reporting project completion costs.

## Customer's Solution

The Customer engaged **Michael F. Allen & Associates (MFA&A)** to assist in developing, writing, and implementing a Project Excellence Program. A Project Managers Handbook and customized Project Control Toolkit was created, which established minimum requirements and operational guidelines for project set-up, control tools, supporting processes, and procedures. The customized project control toolkit included standardized Resource-Loaded Scheduling Templates with detailed process flows to optimize resources, identification of Key Performance Indicators, creation of Progress-Tracking Forms and Production Performance Forecasting Curves, fully visible and transparent Risk Matrix Templates, an Action Item List Template and the implementation of a Lessons-Learned Database.

The organization was trained in parallel with the development effort and upon completion of the MFA&A engagement Company project managers had a standardized project control system in place and fully implemented for all current projects.

## Customer Value Created

Upon completion of the MFA&A engagement, the Customer was able to increase both the speed and accuracy of project communications which:

1. Raised the level of financial accuracy and transparency,
2. Improved overall project control,
3. Resulted in proactive field performance adjustment decisions being made.

This project execution efficiency allowed the Customer to reduce their project delivery costs by approximately 2 to 3 percent on average across the program portfolio.