

Case Study No.1



Finning UK Limited is the sole national distributor of Caterpillar® equipment in the UK. It is a division of Finning International Inc., one of the world's largest distributors of heavy moving equipment.



CTS helps put Finning's projects on a firm footing

"This is my first experience of working with them. I have been greatly impressed by their people, their approach and their culture."

Patrick O'Neill,
Programme Manager
Finning (UK) Ltd

Background

Finning UK was experiencing a variety of problems in the way their projects were resourced and managed. As a result their customers' expectations of their service and satisfaction were not being met.

Objective

CTS were asked to investigate the issues and their impact on the business then recommend and deliver a solution which enables projects to be properly controlled and customers' expectations to be met.

Methodology

We conducted interviews with Business Systems team and a variety of stakeholders. We then proposed a radical reappraisal of the project delivery processes. Working closely with their people, we developed a bespoke framework including templates and checklists, to span the project lifecycle from proposal through to completion and review. The templates were designed from our experience of 'best practices' rather than applying a 'textbook' approach. Made available through the company's intranet and accompanied by comprehensive guidance notes and prompts, the framework found immediate favour with project staff who had also received training as part of the business roll-out.

Outcomes

Within the business there is now a consistent and documented approach to project delivery. Business Projects are now clearly driven by and for the business. Greater focus is given to evaluating the possible solutions at the outset of a project. Improved project skills are evident and being applied. There is now a means of 'health checking' projects against a clear benchmark. There is now a project 'process' which can be regularly reviewed and improved.