



Are you applying 'design thinking' to your business transformation program?

Business transformation initiatives are critical to your future business success, yet all too often are not designed for the challenge. Whether they have emerged over time in an ad-hoc or haphazard way, this can create significant problems further down the track.

Quay can help you to design your transformation initiatives so that each is set up for success with the right people, processes, systems, governance and structures in place from the outset.

Service

Quay's Program Design service leverages extensive knowledge and experience to define the best approaches for the critical aspects that comprise your business change program, including:

- **Solution delivery phasing** – balancing risk against accelerated benefits realisation in a progressive incremental delivery plan
- **Configuration vs customisation** – driving operational cost efficiencies and exception management within a 'fitgap' policy and approach
- **Piloting** – identifying appropriate pilot sites, defining success criteria, metrics and mechanisms for capturing lessons
- **Business implementation phasing** – balancing business change readiness and continuity against the biggest

benefits in a phased implementation by area business plan, determining whether to take a broad and shallow vs narrow and deep business implementation pathway

- **Governance and assurance** – defining a fit-for-purpose governance and assurance framework, including Steering Committee practice and procedure and working group structures

Program design engagement

Quay's Program Design service includes the following types of engagement:

- **On-the-ground resourcing** – We work with your stakeholders to drive transformation and design a program to achieve it
- **Mentoring your team** – We work with your program team to ensure that they design the program for success
- **Reviews and recommendations** – We review the design of your transformation program and make recommendations to address areas that need attention

Benefits

Given the typical size and impact of most business transformation initiatives, it is often more cost effective to leverage the business transformation expertise of Quay's transformation consultants than it is to learn through mistakes.

Designing a program that is robust enough to deal with the many challenges, shifts and changes usually

encountered along the way to establishing a new business capability is vital.

Ensuring your programs are set up for success from the outset and getting things right upfront can mean avoiding costly troubles later on.

About Quay

Quay is a professional services business specialising in the project landscape, transforming strategy into fit-for-purpose delivery.

We provide clients with real world relevant knowledge via our Advisory Services, Program Design and Delivery, and Capability Uplift.

Established in 2006, Quay has obtained sustained growth by providing clients with a delivery environment supported by an assurance framework that allows them to tap into a wealth of accumulated knowledge, experience and collateral on key transformation deliverables.

We recognise that every business has its own DNA and we work with our clients to ensure their culture and capability are sufficiently considered when setting up and delivering their programs for success.

More information

For more information about Quay's Project Design services, please contact us on +61 2 9098 6300 or visit www.quayconsulting.com.au.

Quay clients

Our clients include many of the ASX top 50 organisations as well as second tier organisations across a diverse spread of industries and government.

