

CASE STUDY

# STREAMLINING SUCCESS: HOW AN INTERIM PROJECT MANAGER CATALYZED EFFICIENCY AND GROWTH FOR CONSTRUCTION COMPANY



## CREATED ACTION PLAN FOR 59 URGENT ITEMS

The interim leader identified 59 urgent action items through a performance data analysis. They developed a baseline and action plan for the organization to address all items.



## OPTIMIZED WORKFLOW

They actively implemented changes to enhance operational efficiency, including creating a new organizational chart and process, mapping out operations, and billing processes, and implementing action plans to improve billing.



## IMPLEMENTED 18 ACTION ITEMS

The consultant successfully solved 18 of the action items and began the process of addressing the 41 remaining action items.

## THE COMPANY

- » Industry: Construction + Repair Services
- » Operating Region: Midwestern U.S.
- » Size: \$200M
- » Entity Type: Privately Held

## THE PROBLEM

The company had experienced rapid growth and was working to harmonize procedures across the organization, improve performance, and eliminate billing issues. They needed an interim Project Manager to identify gaps and bottlenecks, develop a roadmap of process improvement recommendations, and implement them against the recommendations.

## THE SOLUTION

The interim leader brought significant experience addressing back-office functions and evaluating issues within field operations. By conducting a deep dive into the organization's business processes, the consultant aimed to uncover discrepancies between back-office operations and field operations. This comprehensive analysis involved examining workflows, communication channels, and data management systems to identify areas for improvement.

## THE RESULT

The interim Project Manager conducted a deep dive into the organization's processes and challenges and was able to quickly optimize the back-office operations and streamline processes. By consolidating paperwork and forms, they managed to release bottlenecks and save time, which significantly enhanced efficiency and productivity within the organization.