



## Project Management and Business Improvement Services

January 2008

### CAPABILITY STATEMENT

#### About Naked Mind

Naked Mind takes a fresh approach to providing specialist project management and business improvement services. By utilising leading contemporary project, business and quality best practice frameworks, together with an outcomes focus, Naked Mind enhances each project and organisation's success capabilities - whether they be for a new initiative or an existing project.

We offer an independent service without the vendor hype. Our input is unbiased and we have no vested interests in vendor products or services. Naked Mind's services are tailored for each unique circumstance, so you know you are getting advice based on your needs.

#### Client Needs

Naked Mind focuses on creating value for clients by delivering improvement services designed to achieve tangible business improvement, remove obstacles, and successfully deal with uncertainty and change.

Whether it is a problem project, a challenging customer, a complex business process or simply a desire to get the most out of your staff, Naked Mind can assist your organisation to achieve business outcomes and build capacity. We love a challenge!

A key strength for Naked Mind is the ability to deliver project management services across a range of service industries and sectors. In particular, we specialise in bridging the gap between the technology and business disciplines. Key to our ongoing success is the ability to work closely with our clients & successfully transfer knowledge, skills, tools and methods to empower clients and 'grow' in-house expertise.

#### Naked Mind Toolkit

At Naked Mind we draw on a variety of leading project, business and quality best practice frameworks & methodologies, including:

- Project Management (PMBOK, Prince2 etc);
- Business Excellence (Australian Business Excellence Framework); and
- Business Analysis & Improvement (BABOK, Six Sigma, Balanced Scorecard, etc).

We also specialise in people focused 'soft skills', based on organisational psychology and tools/activities such as job analysis and the Margerison-McCann Team Management System to develop high performance project teams, and effective stakeholder communication.

#### Naked Mind Services

- Project Health Check
  - Structure
  - Risks
  - Deliverables
  - Quality
  - Continuous Improvement
- Business Review and Problem Identification
- Business Case & Requirements Analysis
- Stakeholder Engagement and Consultation
- Project Planning, Scoping, Initiation and Establishment
- Project Rescue Missions
  - Review of progress & achievement against goals
  - Gap analysis & problem identification
  - Revitalise & refocus the project on delivering agreed outcomes
  - Roadmap to resolve issues & bridge the performance gap
- Performance Measurement of Project Benefits & Goals
- Project Phase and Post-implementation Reviews
  - Outstanding tasks review
  - Progress & Achievements review
  - Lessons learned
  - Continuous Improvement strategy
- Project Manager Mentoring/Coaching



For more information about these capabilities, please contact:

**Mariae Crawshaw | Senior Consultant**

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**Mariae Crawshaw** has significant project management & business analysis experience in local government. With an exceptional ability to generate results, Mariae has developed a reputation for being a project troubleshooter, with clients frequently requesting additional services after seeing the calibre of her work.

A key component of this success is Mariae's ability to undertake project health checks and set in place appropriate systems, processes and governance to ensure the project achieves the desired outcomes.

Some recent examples of such projects include; a local government Development Assessment branch business improvement review including mentoring & coaching for their internal project manager; a project health check for a local government Corporate Asset Management System; and, project management of a local government response to new legislation for formulating a new developer contribution scheme.

**Mick Jones | Managing Director**

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**Mick Jones** has a broad range of experience in project management, business analysis and consulting. With a background in IT, Mick has an outstanding ability to bridge the gap between the business requirements and the technical aspects to achieve a balanced, business centric outcome.

Recently, Mick has overseen a number of high risk projects including: a local government payroll & human resource management information system replacement program which required strong vendor management and conflict resolution; and the ongoing local government amalgamations IT program with inputs from three local councils of varying ICT maturity.

Mick is known for driving projects with a business focus, managing the expectations of the key stake holders across all levels of the organisation and most importantly, achieving results.