

FRACTIONAL COO - CASE STUDY

Developing a Project Management Process for a Leading Traffic Solutions Firm

ABOUT

A leading firm specializing in developing traffic solutions for major metropolitan areas faced challenges related to service delivery and project management. While their team of consultants was highly competent individually, they lacked a shared process for delivering services and managing projects. Geographical challenges further hindered team synchronization. The firm sought assistance from a Fractional COO to address these issues.



CHALLENGE

The traffic solutions firm faced the challenge of ensuring consistent service delivery and efficient project management across their team of consultants. Without a standardized process in place, there were inconsistencies in project execution, communication gaps, and difficulties in coordinating remote team members due to geographical constraints.

SOLUTION

To overcome these challenges, Thrive Business Operations and our Fractional COO services partnered with the traffic solutions firm to discover, develop, and document an effective project management process. The Fractional COO team conducted interviews, workshops, and observations to understand the firm's current practices, identify pain points, and gather insights from team members.

Based on the findings, the Fractional COO team designed a project management process tailored to the firm's specific needs and goals. This process encompassed project initiation, planning, execution, monitoring, and closing phases. The team documented the process in a comprehensive manner, including guidelines, templates, and best practices to ensure consistency and clarity.

To facilitate the adoption of the new process, the Fractional COO team provided training to the consultants. This training covered the project management framework, tools, and methodologies, enabling the team to execute projects effectively and work in sync despite their remote locations.

RESULT

The implementation of the Fractional COO's solution brought positive outcomes for the traffic solutions firm. The developed project management process provided a clear framework for delivering services and managing projects. The standardized approach ensured consistency, enhanced communication, and improved coordination among team members.

As a result, the firm achieved greater efficiency in project execution, improved client satisfaction, and increased project success rates. The shared process allowed the remote team to operate in sync despite geographical challenges, enabling effective collaboration and timely delivery of services.

The documentation and training provided by the Fractional COO team also established a foundation for continuous improvement and knowledge sharing within the firm. The consultants were equipped with the necessary tools and methodologies to execute projects more effectively, contributing to the firm's overall success and growth.