

## **The Company**

A Telecommunications Infrastructure Contracting subsidiary of a large Australian construction company.

## **Background / Issue**

The business was experiencing significant growth and due to the complexities of the broadband communications market and the internal machinations of their main client Telstra, many designs were resulting in Dirty Tickets of Work and consequently reduced timeframes which draw on the capacity of designers to design. Hence there was an urgent need for process and productivity improvements across the whole design function.

## **Solution**

Strathdon Consulting, working with the broadband Project Manager and Design Manager developed a comprehensive operational improvement plan covering the development of solutions to address process, people, quality and management systems, and contractor management issues.

## **Results**

1. All elements of the plan were taken on board by the company's management and have been implemented over the suggested timeframe.
2. The company has accommodated significant growth through the realisation of improvements.
3. There is a much stronger and more robust relationship with its client.

## **Quote**

***"... the plan and approach developed by Strathdon Consulting has enabled us to work through our improvements in a pragmatic and sustainable fashion..."***  
**- Broadband Project Manager**