



**WINNING WORK IN OUTCOME
DELIVERY CONSULTING DUE TO
EXPERTISE AND SPECIALISM IN
BENEFITS REALISATION**



Outcome
Delivery
Consulting

Description of Client – Various across a number of sectors.

Strategic Objective – To delight clients by exceeding their expectations in the outcomes we deliver.

Operational Objectives – Improve Change Leadership and Programme and Project Management capabilities. Coaching client teams for capability development and skills transfer. Cost base reduction and service improvement through Lean Six Sigma and technology- enabled operating model redesign. Procure & manage specialist interim managers, advisors and contractors to deliver client outcomes.

1. CONTEXT

Established Outcome Delivery Consulting as a vehicle for providing consultancy services to clients focused on change leadership, programme management, capability development, business transformation, and benefits realisation and cost rationalisation to achieve successful outcome delivery. From market research and recent experience in Big 4 consulting, clients stated their #1 priority in programme management was to improve their capability in achieving the benefits on which their investments and business cases were predicated.

2. CHALLENGE

Most clients appear to know why their transformation efforts and programme & project investments fail – yet they choose to continue to use traditional delivery approaches and not address the issues most know will lead to suboptimal results (at best!). So our challenge was to produce an innovative approach to challenge those who appear not to learn from mistakes, and challenge them to make a positive change leadership choice. ***Make change happen, or allow failure.*** (It's binary and up to them!)

3. INSIGHT

Developed a series of improvements in D4 into a toolset called Assured Outcome Delivery, along with training materials, 'How-to' Manual, and compelling examples of good practice as templates for others to use, with expert coaching until clients tell us their team capabilities have been developed satisfactorily through our planned, progressive, skills transfer.

4. ACTIONS

Introduced Dimension 4 and Assured Outcome Delivery into organisations across a number of sectors – energy and utilities, construction, entertainment and media, public sector (national and local government) and big 4 consulting – with impressive results, shown by testimonies below. Helped clients: articulate change requirements more precisely; prioritising efforts to achieve change;



optimising (and reducing) change investment portfolios; accelerating the programme plans to bring forward benefits; measure and deliver benefits more precisely; build capability in their teams.

5. RESULTS

A busy work schedule, subcontracting more and more assignments to Network members to increase capacity! **Achieving a range of 20 to 40% uplift in effective day rate** from track record and contacts in using new benefits realisation approach compared to (fortunately few) engagements in traditional programme delivery assignments.

CLIENT TESTIMONIES:

“Steve is highly intelligent and capable and manages to both simplify the complex and provide calm assurance at all levels (but especially C Level) that the agreed “Assignment Outcomes” and Portfolio Outcomes will be achieved. He has very focused stakeholder management skills and knows how to influence and communicate shared values and outcomes. In short, key contacts quickly come to trust his judgement and advice (even in highly complex political environments).”

Nigel Lambie, Head of Change Planning and Assurance at Yorkshire Building Society Group

“Steve worked with us to develop our strategy to embed more mature benefits management practices. He leveraged his years of experience in the field to drive innovation in our benefits realisation thinking and help us develop plans. He provided coaching in managing the change and valuable insight into the transition plan including the management of senior stakeholders. Steve is always approachable and happy to help providing strong guidance focused on delivering results.”

Neil McGregor

Portfolio Change Planning Manager at Yorkshire Building Society Group

I have been impressed with the way Steve has brought real subject matter expertise to help our staff design improvements in how we support our customers and provide transaction support more efficiently. Steve helped us find and integrate consultants with significant Local Authority experience into our team to help us design our own improved processes. They were knowledgeable in good, and bad, practice, with war stories and lessons to help us choose a new way of working for our team. I have enjoyed working with a Consulting Partner who shares good practice in a way that allowed us to challenge and review how we operated in the past. His hard working and fun approach to business was key to developing strong client relationships leading to considerable growth for our business. In particular, I have enjoyed using Steve’s benefits realisation and assured outcome delivery innovations, like right to left planning, in deciding how to improve our budget reporting processes. This ‘lean planning approach’



shortened the time it took us to redesign this part of our service. His enthusiastic approach to running Transformation Mapping workshops and joint planning sessions with our clients has been important in developing strong relationships for the future.

Jon Ritchie

Finance and HR lead at North Tyneside Council, for Cofely

“As the author and inventor of the D4 approach I strongly recommend Steve as an able coach and deliverer of D4 and its subsequent incarnation in Assured Outcome Delivery. He has a particularly strong grasp of benefits realisation and how to bring about change and delivery of outcomes with this new and different approach. Steve has detailed experience of applying it in a wide variety of organisations and he is moreover a motivational and energising leader.”

Alan Fowler, CEO, Isochron Ltd

“ I am proud to have co-developed the Assured Outcome Delivery (AOD) approach with Alan Fowler. I was impressed with, and enjoyed using its predecessor - Dimiension4 - and we’ve now build on 8 years of lessons learned in implementation and Client engagement challenges to come up with a programme delivery and change leadership approach that can exceed significantly Client expectations from their investment and staff efforts.”

Steve Dickie,

Director, Outcome Delivery Consulting and member of ODN

“Steve worked with operational and consulting colleagues throughout the bid lifecycle and his natural enthusiasm and passion for delivery was infectious for client and colleagues alike. Originally asked to support the pursuit of a major BPO deal, the duration of his assignment thought to leading our transformation programme delivery, is testament to his contribution to the team and to delivering the client’s key outcomes.”

Andy Wild

Energy Solutions Director, Cofely International

