

SUCCESS STORY

Fostering collaborative project management between customer & suppliers

CUSTOMER BENEFITS

OBJECTIVITY

Third party independent **assessment** of project performance with structured methodology

FOCUS

Selective approach to **concentrate improvement efforts** on high stakes topics

ALIGNMENT

Systematic stakeholders' **on-boarding** and co-construction to create & maintain momentum

PERFORMANCE

Improved adherence on project milestones, maintenance cost and, technical maturity targets

CHALLENGES



For efficient coordination of the development of a new suburban train, our client implemented a cooperative **project plateau** with its industrial suppliers.

Upon recommendation from one of our clients in aeronautics, our client mandated CYLAD to **evaluate and foster project collaboration**.

SOLUTIONS



We started our assignment by running a **360° assessment** of the product development and project steering processes, based on **CYLAD's maturity assessment tools**.

We then conducted with the client and the suppliers **deep dives on selected pain points** identified during the assessment:

- Technical (e.g., RAMS, Integrated Logistic Support)
- Non-technical (e.g., performance monitoring, joint problem solving)

Deep dives typically comprised **interviews, work groups, benchmarks** to reach a consensus regarding possible improvement levers and implementation plans.

We finally supported the implementation of defined actions:

- Organizing and leading an **alignment seminar** between stakeholders to prepare for implementation
- Supporting **coordination and execution** of complex improvement actions
- **Coaching** leadership team & project stakeholders

KEY DELIVERABLES



360° assessment on project development performance following CYLAD maturity tools



In-depth analysis of pain points and improvements combining expertise & joint construction



Actionable improvement roadmap supported by stakeholder buy-in