



Client:

Tim Dunlop, CEO and majority owner of RMG (Aus) Pty Ltd.

#### The Problem:

In 2021, Tim was the owner of an project and engineering consulting business that was very much dependant on him. This meant that a significant amount of time were spent working in the business as opposed to working on the business.

Being so reliant on Tim, the company's ability to function in his absence was limited. Further, scaling up of RMG could not occur under this single person reliance model.

#### The Solution:

Tim sought out the assistance of an Australian based Metronomics business coach to help him implement and adopt a business management system that would make the business less reliant on him. Through the elevation and recruitment of some key people, we were able to broaden the leadership team beyond just one key person to create an "A-player" leadership team. Team coaching was adopted initially monthly but later transitioned to a quarterly rhythm to help establish the foundation of a transparent management operating system used by all of the leadership team members and staff.

#### The Value:

- Client able to achieve top line growth of 20% compared to the prior year upon implementation of the new system;
- Clarity around the priorities of the business and metrics that measure performance across the whole business;
- We were able to help the client with the implementation of Service Line business plans being able to be rolled out across all of the various service lines comprising the business;
- Assist with clarifying the roles and responsibilities of the leadership team and the service line leaders;
- Implement a fully transparent operating system that enables team leaders to be able to review the staff on a rolling basis replacing an inefficient paper-based system.

#### Testimonial

"Ian was highly recommended to us by Metronomics due to his extensive experience working within and coaching similar professional service businesses. Since commencing coaching, RMG now has clarity across our whole organisation on our strategy, our priorities and our metrics. The business has taken a huge leap forward since starting with the coaching. From leadership group to each individual staff member, our whole organisation now has clarity on each role and how it connects to the strategy, hence we have very strong organisational alignment.

Further we now shared the accountability across the organisation, the business in no longer reliant on one individual."

- Tim Dunlop, CEO and Director of RMG (Aus) Pty Ltd