

Operational Visibility & Control (SME)

Client Overview

Mid-sized operational business (50–100 employees) with multiple concurrent projects across departments experiencing rapid growth without structured delivery processes.

Challenge

The organisation did not have a unified project management framework, resulting in:

- Poor visibility of ongoing projects
- Different reporting formats across teams
- No central system for risks, issues, or dependencies
- Dependence on spreadsheets and manual updates

Impact:

- Leadership lacked trust in delivery status
 - Reporting took 3–5 days
 - More delays and misalignment in deliveries
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Approach

1. Diagnose

- Assessed current project delivery maturity
- Identified gaps in governance, reporting, and ownership
- Mapped stakeholder requirements for visibility

2. Design

- Defined a standardised project delivery framework
- Introduced RAID log structure and reporting cadence
- Designed monday.com architecture aligned to workflows

3. Deliver

- Implemented centralised project boards
- Automated reporting and status updates
- Created executive dashboards for real-time visibility

4. Embed

- Delivered structured training sessions
- Established reporting discipline across teams

- Monitored adoption and usage
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Outcome

- Reporting cycle reduced by **60% (5 days → 2 days)**
 - Real-time visibility across all active projects
 - Standardised reporting adopted across departments
 - Improved confidence at the leadership level
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Key Insight

Visibility is not created by tools alone - it is created by structure, governance, and adoption.