

## PROGRAM MANAGEMENT FOR NPI PROCESS

CGN helped our client manage a multi-million dollar new product development program to ensure the teams, deliverables, options, and schedule were optimized and in line with program benefits.

### Business Problem

A large earthmoving machinery client was facing numerous challenges in the execution of their multi-generational, multi-year and multi-team global product development program, including:

- Coordination and management of all the deliverables across multiple teams.
- Risk management in relation to the size, new technology, and new content of the program.
- Effective adherence to the corporate standards for program development.
- Timely impact analysis and resolution of slippages and delays.
- Efficient issue and risk escalation and resolution processes.
- Consistent and effective communication across teams and to stakeholders.

### CGN Solution

The CGN team applied its execution management expertise to address the challenges faced by:

- Facilitating the planning process – ensuring that all interactions and iterations were captured and planned for.
- Providing a practical approach to integrate project plans from multiple teams into one manageable master plan.
- Instilling a customized reporting structure and processes to ensure effective communication across all teams and stakeholders.
- Enabling proactive risk management and mitigation strategies (options) integrated with the existing risk assessment and program planning process.
- Providing decision support tools that enabled effective execution of the plan.

### SCOPE

*Provide execution management support and oversight to a multi-million dollar new product development program; Recommend and setup standards for project management, reporting, and execution; Facilitate and promote proactive risk management; Provide decision support tools including an interactive dashboard.*

### BUSINESS DRIVERS

*Aggressive timeline driven by market need to maintain leadership position; New technology; Multi-generational phases; Global teams*



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### CGN Solution

CGN's work resulted in improved collaboration, communication, and visibility across all teams; and improved visibility of plans and resources via the dashboard provided. Project plans were integrated into one single plan for easy impact analysis of slippages and road-blocks. With timely information and "what-if" analysis provided to management via decision support tools, informed decisions were taken at the right time.

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