## Case study: Keeping projects on time and on budget by keeping project changes in check
Introducing a process to assess the impact of a proposed change, and sort good from bad

### 🗺 The Situation

- Pragmatic PMO was engaged to support a construction programme. The detailed design of later phases was left open to accommodate changing business needs.

- As a result, the programme encountered many requests for enhancements to the original concept design: some of them useful; many more of them much less useful.

### ◎ The Target

- We were asked to implement a process to capture project change requests, and to ensure that only appropriate requests were implemented, without holding up project delivery unnecessarily.

### ⚒ The Action / Approach

- We devised a set of change control principles and process in liaison with stakeholders (essentially an approved change request was required for changes likely to cause unfavourable cost or time impacts, but not for changes likely to have a beneficial impact).

- We created a Change Register (in MS SharePoint®) to document the progress of requests through the process and their cumulative impact.

- We held regular reviews of the Change Register, first to sense-check new requests for "reasonableness" before spending time and effort on evaluating impact, and then to approve or reject open change requests to minimise any delays.

### 🏆 The Result

- Using this approach, about a third of ~300 requests were rejected, representing ~£4m of inappropriate change.

- Thus we enabled the programme to controlled costs and delivery without compromising quality or timescales.

Do you see your own situation in this story?

Then why not take a look at our <u>Choosy Change Control service to help you with it</u>!

Need help with something else?

Then why not take a look at our <u>PMO services overview</u>