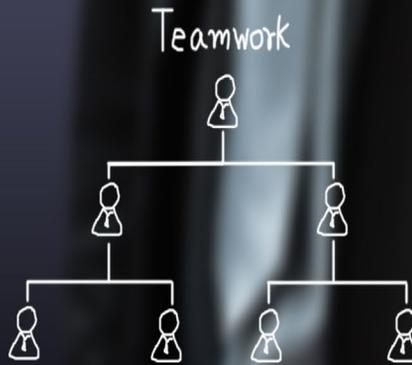


Success



## Service Delivery Improvement

Working shoulder to shoulder with you to design and implement changes that deliver results. We partner with clients to deliver everything from targeted operational improvements through to end-to-end transformational change.

# SERVICE DELIVERY IMPROVEMENT

## OUR SERVICES



Working shoulder to shoulder with you to design and implement changes that deliver results. We partner with clients to deliver everything from targeted operational improvements through to end-to-end transformational change.

We provide a range of services which can be drawn down individually, or combined to provide a holistic one-stop-shop solution for our clients. Our deep experience and understanding of how all of these elements combine to deliver sustainable outcomes is what truly differentiates GSA Management Consulting from its competitors.

### TRANSFORMATION DESIGN & LEADERSHIP

Designing and executing transformation is complex. Too often we find that organisations embark on a transformation journey without establishing the building blocks that will maximise the potential of delivering the desired outcomes.

We leverage our experience of successfully delivering numerous transformation programs to assist our clients in designing and leading such programs.

### TARGET OPERATING MODEL

GSA work with you to provide a design of the future state that bridges the gap between strategy and project execution. The Target Operating Model provides a picture of the future from a People, Process, Governance /Risk, and Technological perspective and maximises the chance that all organisational resources (human and fiscal) are pushing toward the same outcome. Our experience with other Operating Models from comparative organisations and sectors ensures that lessons learnt and contemporary approaches can be brought to bear.

### PROCESS IMPROVEMENT

We provide a range of process improvement services to support our clients including:

- Traditional Lean Six Sigma.
- Technology enabled process improvement.
- Enterprise business process modelling and process ownership.

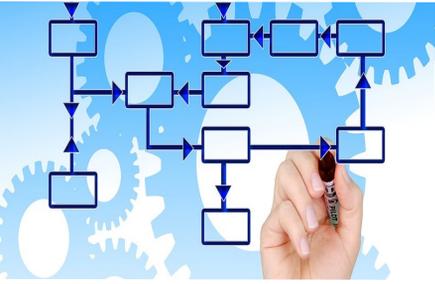
Our offering focuses on analysing the current state, identifying opportunities and issues, and designing the future state to maximise efficiency and effectiveness.

### PROGRAM/PROJECT MANAGEMENT

We are experienced project, program and portfolio managers with a track record for managing complex programs from inception through to realisation of benefits. Further to our Project/Program management expertise, we are experienced in designing, building and implementing Portfolio Management Offices (PMOs) within organisations to identify, manage and prioritise programs of activities to meet defined strategic outcomes. In designing PMOs we take into account the unique characteristics and governance arrangements of the client organisation. Whilst we base our approach on proven Project/Program Management frameworks such as PRINCE2® and Managing Successful Programs (MSP) we take pride in tailoring our approach to your unique circumstances.

# SERVICE DELIVERY IMPROVEMENT

## OUR SERVICES



### ORGANISATION DESIGN

We support our clients in designing organisations to deliver their strategic objectives. This includes consideration of capabilities, functional groupings, roles and responsibilities, role descriptions, spans of control, and technical and behavioural competencies.



### CHANGE MANAGEMENT

We have decades of experience not just in writing reports and providing recommendations, but in supporting clients in embedding significant organisational changes.

Our change management approach is pragmatic and focused on activities that support the achievement of outcomes for our clients NOT just in undertaking 'vanilla' best practice activities.

We understand what it takes to design and implement changes that deliver sustainable benefits and tailor our approach accordingly. We incorporate the right processes and technology to maximise the benefits of change, but we understand that it is the 'people' that truly make, or break successful change programs. For this reason we place great emphasis on getting the people aspect right so that the process and technology changes are embedded.



### BUSINESS PERFORMANCE MANAGEMENT

Organisational Performance Management is an essential ingredient in ensuring value for money in service delivery. We understand that whilst performance measures are an important part, there are a number of core components in addition to these measures which are critical for effective performance management. These components include: strategic alignment, processes, roles and responsibilities, technology, management information, behaviour and culture, and decision making.

We support our clients in understanding the effectiveness of their current performance regime and in designing and implementing solutions that will better enable them to provide efficient and effective service delivery.



### CAPABILITY BUILDING

We recognise that a 'text book' approach to any organisational initiative will only ever be as effective as the people within your organisation who are seeing it through. For this reason, we place great emphasis on building the capability of your staff as an essential element of the value we deliver.

We build the frameworks, we provide advice and insights based on best practice across a range of industries, and we do the 'heavy lifting' at the front end, however our focus is to develop your staff to carry the baton and sustain the results well after we are gone. To achieve this, we work shoulder to shoulder with your staff and tailor our approach to meet their needs so that the benefits you receive are enduring and compounding.

# SERVICE DELIVERY IMPROVEMENT

## OUR CLIENTS AND EXPERIENCE



Worked in partnership with a State Police Service to design and implement a new service delivery model to enhance the service provided to the community



Led Army Aviation Training Transformation Review (Aeroskills) and implemented high value training initiatives



Completed a current and future state assessment to enhance client management for a State Government frontline service delivery organisation



Developed and implemented strategy for optimised capability management and sustainment practices for multiple Product Schedules across Air Force and Army



Provided support to a change project for a vertically integrated manufacturer of modular buildings

### CLIENTS

Our team members have experience delivering service delivery improvement across a range of clients and sectors.



Public Safety Business Agency



SUNCORP



Transport for NSW



Queensland Government  
Department of Transport and Main Roads



# OUR HANDS ON EXPERIENCE

## OUR TEAM MEMBERS



**Neil Greenfield**

Managing Director +61 468 534 026 [neil.greenfield@gsamc.com.au](mailto:neil.greenfield@gsamc.com.au)



Neil is a co-founder and Managing Director of GSA Management Consulting with a passion for driving improved performance in the public sector. He has extensive experience working on high profile projects with a proven track record of delivering results. Specialising in shaping and delivering transformation programs, Neil has an exceptional ability to conceptualise solutions and then translate that into tangible outcomes with an open, honest and engaging style.

**Heath Smith**

Managing Director +61 403 659 993 [heath.smith@gsamc.com.au](mailto:heath.smith@gsamc.com.au)



Heath has an impeccable reputation for enhancing service delivery outcomes through review and optimisation of end-to-end service delivery models and their comprising elements. He brings deep expertise in management consulting, engineering, operations, capability management and transformational change to enable a 'whole of system' approach to your service delivery improvement. Combining technical expertise with an engaging, genuine and cooperative style, Heath can optimise your service delivery model and build capability within your team so that success endures and compounds well after his engagement is complete.

**Emily Petie**

Senior Manager +61 447 740 000 [emily.petie@gsamc.com.au](mailto:emily.petie@gsamc.com.au)



Emily is a talented project manager and management consultant with experience across the Defence, State Government, Police and Emergency Services and Finance sectors. A registered Prince2® and MSP® practitioner, Emily is adept at tailoring frameworks for managing complex multi-disciplinary projects within dynamic environments. Drawing on her early experiences as a RAAF Air Combat Officer, Emily has a natural ability to manage and synthesise multiple complex inputs and develop meaningful solutions.

**Michael Johnston**

Manager +61 409 649 683 [michael.johnston@gsamc.com.au](mailto:michael.johnston@gsamc.com.au)



Michael brings over 20 years of experience in project design and management in the public sector. Michael mixes deep technical specialism with a pragmatic approach focused on driving organisation improvement. Michael specialises in project management and process improvement engagements working together with clients to deliver outcomes. Michael enjoys engaging with all layers of the organisation and is passionate about building the capability of joint delivery teams in order to sustain the change.

**Wanda Portier**

Manager +61 499 299 040 [wanda.portier@gsamc.com.au](mailto:wanda.portier@gsamc.com.au)



Wanda is a skilled business analyst, change manager and continuous improvement specialist. As a creative, hands-on, analytical thinker she is driven to provide the best solution for her customers using data to make informed decisions along the way. She brings cross section experience from industry, professional and public services both in Australia and internationally. Wanda is a certified Six Sigma and Prosci® change practitioner with a strong interest in resolving complex matters and a natural flair motivating people along the change journey.

# OUR HANDS ON EXPERIENCE

## OUR TEAM MEMBERS

---



**Andrew O'Donnell**    Manager    +61 435 069 403    [andrew.odonnell@gsamc.com.au](mailto:andrew.odonnell@gsamc.com.au)



Andrew is an accomplished Defence and Defence Industry professional with over 15 years' experience in Australia and overseas delivering results in operational planning and execution, training, project and program management. A graduate of the Capability and Technology Management College (CTMC) holding a Master of Capability Management, Andrew has a deep understanding of the Capability Lifecycle and applies this expertise to enhance client outcomes across all sectors.

**Geoff Iselin**    Manager    +61 437 939 437    [geoff.iselin@gsamc.com.au](mailto:geoff.iselin@gsamc.com.au)



Geoff is an outcome focused problem solver, with 10 years of experience driving projects to help organisations improve efficiency and reduce costs through process improvement, automation, organisational changes and outsourcing. He is passionate about evidencing and prioritising issues through engagement and data analysis. Geoff is a Lean Six Sigma practitioner with a deep understanding and practical experience of using Lean Six Sigma to deliver sustainable benefits across clients in the public and private sector.

**Stephen Wright**    Manager    + 61 410 405 849    [stephen.wright@gsamc.com.au](mailto:stephen.wright@gsamc.com.au)



Stephen is a skilled project manager who brings over 15 years of experience leading change to drive innovation and efficiency across the Defence, National Intelligence and Public Safety sectors. He excels in decoding complex issues and communicating with compelling simplicity. Stephen is passionate about data-driven and informed decision making to drive enduring and tangible project outcomes. He is a certified change manager who demonstrates consistent leadership with an honest, laid-back approach.

**Brett Morrison**    Manager    +61 417 773 973    [brett.morrison@gsamc.com.au](mailto:brett.morrison@gsamc.com.au)



Brett is a highly experienced executive with expertise in leading highly complex projects and programs using innovative organisational processes, performance management systems and asset management approaches. With over 36 years of Defence experience, Brett is a skilled strategist adept at formulating actionable solutions using Lean Six Sigma methodologies and modern management principles. Brett has an MBA and formal qualifications in Lean Six Sigma (Black Belt), Project Management and Coaching.

**Nick Elston**    Manager    +61 410 450 545    [nick.elston@gsamc.com.au](mailto:nick.elston@gsamc.com.au)



Nick is a top-performing professional with over 15 years' management experience across all facets of organisational strategy, leadership, operations, and project management. Nick has managed business' within deadline-driven, highly challenging, and complex environments within Australia and overseas. Nick believes for change to be successful we must focus on the change experience of the people impacted and that creating great relationships, cultures, systems, and processes is the best way to achieve organisational efficiencies.

# OUR HANDS ON EXPERIENCE

## OUR TEAM MEMBERS



**Paul Nolan**

Manager +61 405 393 711 paul.nolan@gsamc.com.au



Paul is an adept program manager with over 15 years' experience managing technology and infrastructure projects. A former Army Officer, he is a skilled leader, having managed specialised teams and led domestic and international operations and engagements. Paul holds a Master of Project Management, Diploma of Military Leadership, is a graduate of the Melbourne Business School Gateway Emerging Leaders Program and a member of the Project Management Institute of Australia.

**Louis Ballington**

Manager +61 467 043 317 louis.ballington@gsamc.com.au



Louis is a capable project manager and business transformation specialist with experience across the Supply Chain, Operations, Services, and Mining sectors. Louis has 20 years of continuous improvement experience driving programs of work that help organisations improve performance, quality and reduce costs through process automation and improvement, organisational change, and implementing Lean principles. A registered Lean Six Sigma practitioner, Louis is proficient in developing fit-for-purpose Management Operating Systems (MOS) for managing complex organisations within dynamic environments.

**Charlotte Davies-Clark**

Senior Consultant +61 427 664 574 charlotte.daviesclark@gsamc.com.au



Charlotte brings 8 years of diverse experience in both the community and automotive sector. Derived from her experience as an auditor and social impact consultant, Charlotte has a deep understanding of efficiency and strategic planning. She excels in problem solving, strategic development and project management, and has a passion for people-first strategy and consulting for social change. As both an analytical and creative thinker, Charlotte delivers innovative and people-focused solutions.

**Ben Kluckhohn**

Senior Consultant +61 413 325 013 ben.kluckhohn@gsamc.com.au



Ben has diverse experience across logistics, operations, and project management gained through previous consulting and project management roles as well as time as an Army Logistics Officer. He has a track record for developing close and authentic relationships with stakeholders to deliver outstanding results. Ben is passionate about driving change, authentic stakeholder engagement and collaboratively supporting organisations to achieve their objectives. Ben holds a Bachelor of Commerce and a Masters of Project Management.

**Mark Brooks**

Senior Associate +61 411 695 375 mark.brooks@gsamc.com.au



Mark brings international experience from over 30 years in the U.S. Navy as an F/A-18 pilot & TOPGUN graduate, Instructor Pilot, Squadron Commanding Officer, C4 Systems Strategy Chief, and Training Air Wing Commander. This is complemented with extensive experience in Program Management, Strategy, Management Consulting, Capability Integration, and Training. Mark cultivates enduring relationships throughout an organisation, and has earned a reputation for exceeding expectations leading complex, integrated teams in high-pressure settings.

# OUR HANDS ON EXPERIENCE

## OUR TEAM MEMBERS



James Brown

Senior Associate

+61 427 206 110 james.brown@gsamc.com.au



James is a capability management expert with deep experience in military aviation, strategy, management, training and operations. He has previously performed as Senior Advisor to the Afghan Ministry of Defence on Air Matters, Director of the Army Battlefield Aviation Program, Commandant Army Aviation Training Centre and Director Army Aviation Capability Management. James is a graduate of the Australian Institute of Company Directors and a Member of the order of Australia.

Ready to partner with a team  
dedicated to delivering sustainable results?

CONTACT US TODAY

info@gsamc.com.au | +61 468 534 026 | +61 403 659 993

PROUDLY SUPPORTING

