

Invested in  
your success



SERVICE DELIVERY

# 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.

# 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.

## DIGITAL TRANSFORMATION



We support our clients in designing and executing digital transformation, leveraging technologies to optimise business processes, business models and enhance customer experience.

Our approach is grounded in pragmatism and draws together our other service offerings to deliver sustainable improvements in 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.

## 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.

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## 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.

## 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.

# 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

Developed workforce design options for the Army Aeroskills workforce including development of workforce planning and decision support tools

Provided Project Director services for a major Army Project

# Our clients and experience



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

SERVICE DELIVERY



Completed a capability assessment across client management functions for a State Government frontline service delivery organisation



Evaluated a range of organisation design options for a State based Fire and Emergency Services organisation



Provided Strategic Business Advice including cultural and leadership capability building with a CASG Systems Program Office.



Developed a Benefits Management Framework for a State Government organisation

## Our hands-on experience

Our team is comprised of highly qualified and talented professionals with extensive experience working in senior operational roles within industry as well as across the Big 4 management consulting firms. Blending deep sector experience with broad ranging disciplinary expertise allows our team to understand and navigate the nuances of each sector and situation.

### 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 | Senior 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.

# Our hands-on experience



## Davina Brown | Senior Manager

+61 415 993 648 [davina.brown@gsamc.com.au](mailto:davina.brown@gsamc.com.au)



Davina brings over 25 years of cross sector experience in operational excellence, risk and compliance, business process mapping, process and organisational design, and digital implementation programs. She is highly experienced in transformational business cases for dynamic, digitally related proposals and re-engineering processes in complex, regulated environments. Davina is focused on driving quality outcomes and exposing automation opportunities, whilst maintaining clear customer focused, organisational based transformations to achieve sustainable, pragmatic and cost effective solutions.

## Colan Crosbie | Senior Manager

+61 429 525 618 [colan.crosbie@gsamc.com.au](mailto:colan.crosbie@gsamc.com.au)



Colan has over 14 years' experience working with organisations to manage transformation and change and deliver on their strategic and operational objectives. He has extensive experience working with leadership teams across all levels of public service organisations in Australia and New Zealand. Colan specialises in developing strong relationships across a business, supporting leaders to achieve objectives and developing teams by creating an environment where they feel valued, encouraged and motivated to deliver results and drive outcomes.

SERVICE DELIVERY



### CLIENTS



Our team members have experience delivering projects across a range of clients and sectors.





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

CONTACT US TODAY

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PROUDLY SUPPORTING

