



Chevron
Green Services



Industry: Vegetation Management



Business Area: Operations



Project Type: Operational Performance Management



Duration: 14 Weeks



Location: Across 3 areas (Bewdley, Fenstanton and Crowborough)



Additional scope: Doncaster



“I was impressed with the fact that your team are all very quick to put on their high-vis and get into the guts of the business they’re working with. Having a great relationship with your team has allowed me to have a richer, deeper understanding of my business – much better than I would have done in 9 months if we hadn’t been working with Managementors.”

Paul Wilson
Managing Director



Featured Results

£481K
annualised benefit

4%
reduction in recorded Working Hours to achieve the same tasks

£300K+
in opportunities identified and validated in Compensation Events

The Challenge

- Recent growth through acquisitions had created a number of challenges, particularly around non-standard ways of working and visibility of key operational KPIs
- Inconsistent roles and responsibilities across different levels of management, limiting accountability for and ownership of performance
- Different understanding and ways of working within each area regarding Early Warnings issuance and management, making it difficult for senior managers to oversee, challenge and support consistently
- Operational management had developed a passive and reactive style of management, solving issues after they’ve occurred rather than getting ahead of preventing them occurring
- Limited interface and communication between areas, restricting ability to share best practices, resource availability and improve sub-contractor negotiations

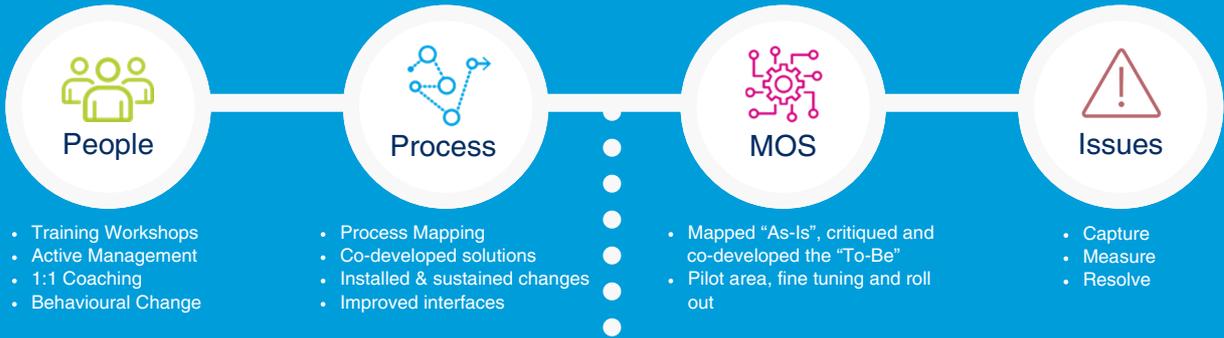


“The second biggest thing that I wanted from this project, apart from cultural change, more than outcomes, more than money, was an effective Management Operating System to bring consistency to working methods. Despite the fact that across the country we do the same work for the same clients in the same environment, our people, having come from a variety of different businesses, were very disparate in their approach.”

Paul Wilson
Managing Director



Our Solution



Workstreams

1 Workforce Optimisation

Optimised existing MOS, with clear roles & responsibilities and streamlined processes to drive overall business performance

2 Compensation Opportunities

Improved and standardised commercial controls processes to secure additional revenue via Compensation Events



"The unexpected benefit of the project has been the personal development of our team and the thought to succession planning. The cultural change in our people and the belief that they feel in the value they offer as service providers has created a great atmosphere. Knowing that they are being invested in, has had far reaching positive consequences."

Paul Wilson
Managing Director



Who did we work with?

- Supervisors
- Contract Managers
- Finance Director
- Commercial Managers
- Operations Director
- Managing Director

Key Benefits

- New and improved Management Operating System comprising of -
 - Implementing consistent and connected performance focused, daily and weekly review cycles to standardise across the 3 in scope areas
 - Accurate and user friendly reports and tools to centralise key management information
 - Enhancing the daily allocation sheet to capture the right information at the right level of details for optimum control at all management levels
- Clear roles and responsibilities, standardised ways of working Active Management and short interval control concepts embedded across the three areas
- Improved processes developed, tested, installed and standardised along with strengthened interfaces across workstreams
- Standardised tools to capture issues and frequent reviews and actions taken to address outliers

Managementors works in partnership with our clients to deliver customised solutions that resolve their most significant performance challenges and leave a lasting legacy of performance improvement. Whether it's tackling operational or change issues head on, or improving output across the service delivery organisation, we provide the insights, techniques and skills transfer that make a sustainable step-change in productivity possible.

