

CASE STUDY

Unlocking Small Business Efficiency: Fractional PMO™ Transforms On-Time Delivery Performance

Overview

A small but growing specialty manufacturing company was juggling multiple client projects, each with unique requirements and timelines. Department heads were wearing “PM hats” in addition to their full-time roles, project delivery rate was at 62% with project deadlines slipping an average of **3–4 weeks**. A Fractional PMO engagement implemented a streamline project oversight process that resulted in a 91% project delivery rate.

Customer Profile

- **Industry:** Specialty Manufacturing
- **Size:** 45 employees
- **Annual Revenue:** \$2M
- **Challenges:** 1) Inconsistent and chaotic processes, 2) missed deadlines, 3) projects consistently over budget, 4) limited budget for implementing project oversight processes.

Problem

The company was juggling multiple client projects, each with unique requirements and deliverables. Project oversight relied on department heads who were wearing “PM hats” in addition to their full-time roles. Project deadlines consistently slipped for an average of **3–4 weeks** and client satisfaction dipped. There were no standardized tools, and every project was managed differently resulting in wasted time and chaotic documentation processes. Project owners and executive management had poor visibility into project progress and performance. The company wanted stronger project governance but thought the only way to accomplish that was to hire a full PMO team, which was not feasible for their budget.

Solution

The company engaged the consulting services of **Fractional PMO™** at **one-quarter the cost** of a full-time PMO team, to implement a project oversight process tailored to their size and needs. The solution approach included:

1. **Project Portfolio Assessment** – An exhaustive evaluation was performed for all active and upcoming projects and assessment of their alignment with current company strategic goals and objectives. Realignment and re-prioritization of projects was conducted based on strategic goals.
2. **Standardized Processes** – Documentation and mapping of key project delivery-related processes was created. Focusing on eliminating unnecessary steps, minimizing paperwork glut, and building flexibility into the process Fractional PMO™ implemented workflows, templates and dashboards to provide consistent and efficient project tracking, monitoring, reporting and communications.
3. **Governance & Oversight** – A two-person project leadership committee was formed with the task of ensuring that the implemented standards were followed within the flexibility guidelines. The committee was tasked with conducting bi-weekly project portfolio reviews with the aid of executive dashboards.
4. **Staff Training** – Fractional PMO performed in-house training for all staff involved with project delivery, ensuring understanding and proper usage of the implemented processes. The company elected to hire two (2) Fractional PMO's experienced project manager consultants to work alongside the company's staff for 4 weeks to minimize disruption during the transition process.

Results

Within 6 months of Fractional PMO™ engagement:

- On-Time Delivery improved from 62% to 91%.
- Client Satisfaction Scores increased by 23%.
- Leadership gained real-time visibility into 100% of active projects.
- Reduced budget overruns by \$150K annually
- Leadership is now able to make data-driven decisions based on project progress reports.

Key Performance Indicators Transformation Results



On-Time Delivery

91%

↑ + 29% improvement

Increased from 62% baseline



Client Satisfaction

+23%

↑ Significant increase

Improved customer satisfaction score



Project Visibility

100%

↑ Complete Coverage

Realtime visibility across all projects

Key Takeaways

- A Fractional PMO delivers **enterprise-level project oversight without the full-time overhead**
- Efficient project oversight can **significantly improve on-time project delivery**
- Supplementing Fractional consultants can **bolster internal staff and foster successful change**

Let us help you unlock & transform your project efficiency

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