

# Projects Directorate

# Projects Strategic Priorities

- Improve the project delivery experience for customers with the introduction of quality assurance to measure the use of artefacts and adherence to procedure
- Delight our customers in the delivery of projects
- Reduce Accrued Revenue Days with the introduction of standard milestones for Professional Services invoicing
- Simplification of Professional Services cost model enabling increased sales
- Track recurring revenues resulting from projects delivered
- Drive a 'can-do' culture within the delivery teams
- Improve duration of end-to-end project delivery
- Release Lessons Learnt framework & feed into the business driving continuous improvements

# Projects Objectives & KPIs

Business Goals	Projects Objectives	Projects KPIs
<b>Improvement of Customer Relationships, Experience</b>	Reintroduction of CSAT for Projects	CSAT issued to 100% of Customer Projects Portfolio by end of Q1
<b>Improvement of Customer Relationships, Experience</b>	Achieve target NPS rating from customers for projects delivered	Achieve NPS rating of 60% by end of Q1, 70% by end of Q2, 80% by end of Q3
<b>Improvement of Customer Relationships, Experience</b>	Measure achievement of actual project completion date versus baseline project completion date	New reports in place by end of Q1 with reviews of 100% of Customer Projects Portfolio
Evolving Our People, Environment & Culture	Increase number of Project Management accreditations held by PM's	Achieve 25% improvement on prior year by end of Q2 for PRINCE2 accreditations held
Revenue Growth	Track recurring revenues resulting from project delivery	New reports in place by end of Q1 with reviews of 100% of Customer Projects Portfolio
<b>Organisational Operations and Processes</b>	Launch Quality Assurance checks	Quality process launched by end of Q1 with checks carried out across 100% of Customer Projects Portfolio
<b>Organisational Operations and Processes</b>	Introduce Lessons Learnt process for projects	Lessons Learnt framework released by end of Q1 with 100% of Project Change Requests reviewed for Lessons Learnt