

NDPM Playbook - Large Electric Utility



- 125 Years in service
- 10,000+ employees
- 14MM customers across multiple counties

Business Need	Challenge	Solution & Results
<ul style="list-style-type: none"> • No documented processes reflecting the end-to-end work performed in NDPM • Establish consistent and repeatable processes and practices that will produce predictable results across the NDPM Team • No defined work standards and expected cycle times to hold PM accountable for the work that they perform • Improve reporting capabilities and tracking of projects in flight and projects in pipeline for forecasting • No routine status reporting to internal and external stakeholder developers on process cycle time or project progress toward completion 	<ul style="list-style-type: none"> • Processes and practices in support of the NDPM work varies by Project Manager • No defined performance metrics to manage progress of work and project completion • Cycle time between phases of work and overall project cycle time various by PM • Current tracking system not utilized by all the PMs to track and monitor status of projects within the portfolio • NDPM project updates are compiled and reported out on a manual basis; creating risks around accuracy and quality 	<ul style="list-style-type: none"> • Reengineered intake process; reducing hand offs, improving integration, and using automation to improve efficiency. Reduced cycle time by 33% • Enabled consistent and repeatable processes with defined R & R • Improved Communications with internal Stakeholders by providing status updates to give visibility and awareness of progress of projects while setting expectations • Implemented Performance Management, supported by metrics and KPI reporting, which reduced backlog of projects, and # of projects placed on “Hold” • Provided “Quick Hits” and delivered recommendations