

PARKS CONSULTING

A POSITIVE EXPERIENCE

"Outstanding service firms differentiate themselves on the basis of quality dimensions that are important to their customers and that explicitly or implicitly guarantee results."

—James Heskett, W. Earl Sasser, and Christopher W.L. Hart, *Service Breakthroughs*

ASSESSMENT SERVICES

Before you can get where you're going, you need to know where you are. Planning to take a line of business to the next level? Trying to get a read on a faltering project?

Whether examining an individual project, its management structure, or an enterprise-wide initiative, Parks provides objective, informed judgment.

Grounded in industry experience and in-depth study of your organization, the resulting assessments become powerful tools for charting the future course of your business.

Our assessment services fall into two broad areas:

PROJECT MANAGEMENT MATURITY ASSESSMENT

Through observation, interviews, and surveys, Parks measures the effectiveness of your project management team against industry benchmarks. Our findings provide recommendations and identify metrics for continued tracking. The assessment includes areas such as:

- Roles and Responsibilities
- Core Knowledge Levels
- Soft Skills
- Documentation and Communications
- Organizational Effectiveness

PROJECT ASSESSMENT SERVICE

Parks performs a comprehensive review of your project. In just two to three weeks, you receive a report on its current status and recommendations on how to take the project forward. We address key success factors like:

- Budget and Cost Management
- Planning and Scheduling
- Risk Management
- Resource Management
- Quality Control



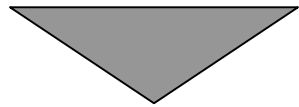
To learn more about our services, call us at 800.870.8099 or visit www.parksco.com.

PARKS ASSESSMENT PROCESS

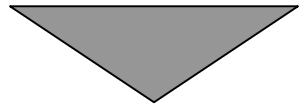
Parks assessment services for project management, projects, and multi-project initiatives all utilize the same core process:

Information Capture

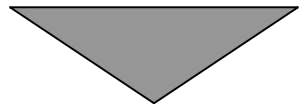
(Interviews, Observations, Surveys, Materials Review)



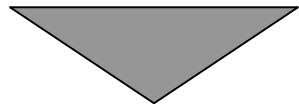
Identify Relevant Challenges and Priorities



Create Baseline to Determine Current Capabilities



Benchmark Capabilities Against Other Organizations



Determine Future Objectives

Findings, Recommendations, and Areas for Ongoing Tracking

PROJECT SNAPSHOT

CREATING AN ENTERPRISE-WIDE COLLECTIONS SYSTEM

Situation: A major national bank had collection activities dispersed across seven physical locations throughout the country; their current systems and processes did not permit cross-product and relationship-based collecting. Previous attempts to address this problem had been unsuccessful due to scope creep.

Parks Role: Parks consultants established reporting relationships across multiple stakeholder groups, attained and effectively communicated understanding of business and technical requirements, and analyzed project management, objectives, constraints, and risks. Parks' role also included scope definition, process mapping, and due diligence on potential technology vendors.

The result: Parks completed the Project Assessment on a rapid timeline, with recommendations for a phased implementation approach focused on business lift and quantifiable benefits.

To learn more about our services, call us at 800.870.8099 or visit www.parksco.com.