



CASE STUDY

OPERATIONS: GROUP/CORPORATE COMPLIANCE

Client Industry: Mining

BUSINESS CHALLENGE

As a multinational mining concern, the client needed to develop and implement rules of engagement between a Group Central Office and regional offices based throughout the world.

PSP ICON APPROACH

The Rules of Engagement needed to be developed in conjunction with the client. The framework focussed on what information needed to be reported back to the Group Central Office (without compromising the level of autonomy afforded to the regional offices). The first step was to determine what information was critical for the Group Centre in order to continue making strategic business decisions; a framework was developed that needed to be accommodated by all the various departments and global regions. The Project was stakeholder intensive but importantly it was the clients who needed to implement the framework (PSP Icon facilitated that interaction).

RESULTS

The benefit was that any duplication of information was identified and stopped, thereby reducing the reporting requirements of the regions.

The determination of the metrics that needed to guide the regions as to what information was required by Group Centre.

The frameworks were successfully workshopped with over 17 separate framework owners.

The rules of engagement were successfully rolled out and now control the interaction between the Centre and the various regions across all key functions.