
CAPABILITY STATEMENT



CONSULTAS

BUSINESS PROCESS CONSULTING

2016

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Business & Project Process Management – Consultas

Consultas is an experienced business and project process management consultancy offering services in process identification, analysis and capture, process strategy, process improvement and corporate policy development.

Process identification and capture is only beneficial to an organisation when it is formally adopted and structured into the business or project operations. We offer the development of business and project management systems to accommodate that.

What is a Business Management System (BMS)?

A Business Management System forms the framework for how a business operates. A BMS consists of a controlled¹ set of documentation capturing the way the staff in an organisation go about their work, and how management wants that work to be conducted. It structures business information to become an invaluable tool in conducting day-to-day services and functions as the ongoing organisational knowledge base. It also mitigates the risk of losing key business knowledge due to staffing changes and thus also forms the basis for new staff inductions and training.

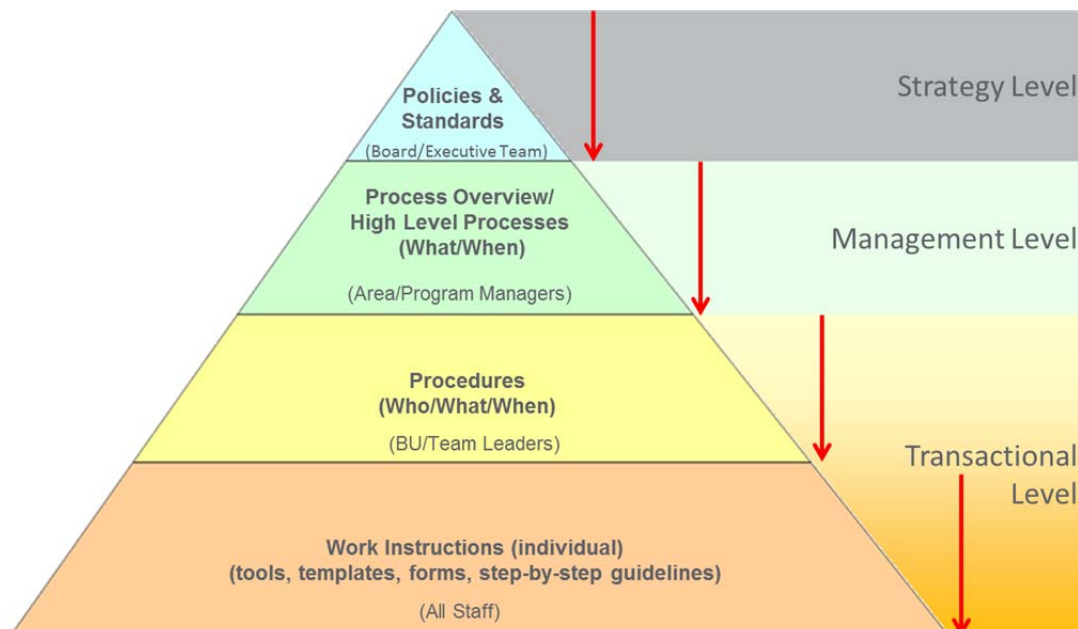


Figure 1: Typical Business Management System Structure

A BMS is flexible and can be adapted to the changing needs of an organisation. For instance, if the organisational structure changes - you add a department or service - all service procedures need to be reviewed to capture the change. This ensures seamless transition of organisational change and repeatability of process without losing valuable business and systems knowledge. The BMS supports future business growth in line with planned business goals.

¹ Version controlled with standardised distribution

What is a Project Management System (PMS)?

A Project Management System consists also of a controlled set of documentation, but here it is capturing all project processes throughout the project lifecycle. Although similar in structure and application to the business management system, a project management system tracks progress and provides the project owner a means of controlling outcomes and key decision points throughout each project phase. Project management systems are designed to be implemented independently, or through a centralised Project Management Office (PMO).

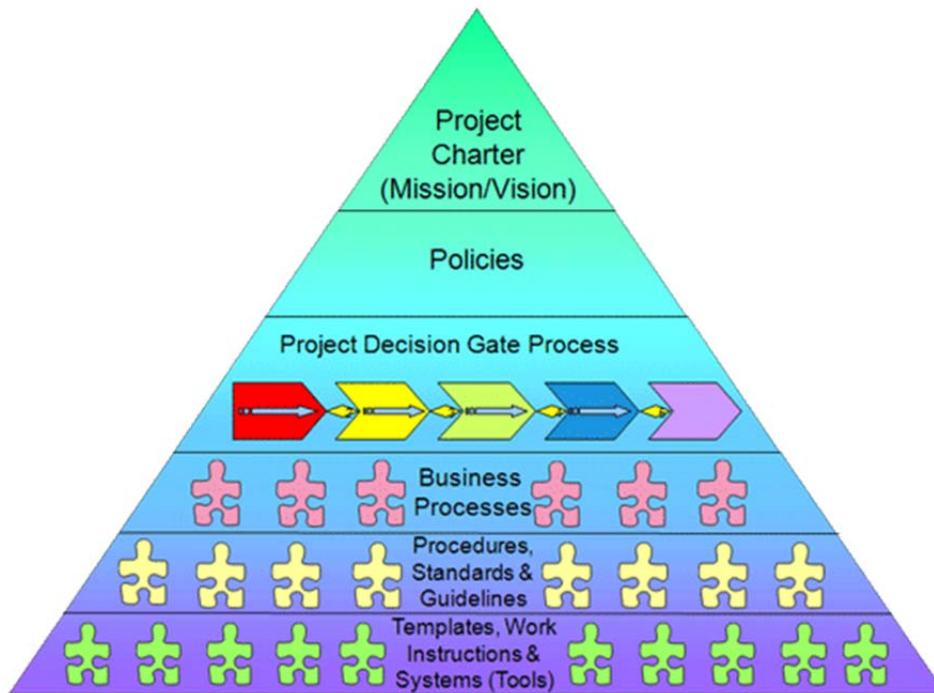


Figure 2: Typical Project Management System Structure

Benefits of Management Systems

A well-developed Management System allows organisations and projects to:

- Create a common understanding of the way the business or project functions and ensures compliance with business policies and directives
- Effectively and simply transfer knowledge to new employees
- Ensure external compliance requirements are met (e.g., corporate law, OHS etc.)
- Ensure consistency, efficiency and repeatability of business operations
- Provide an audit trail (quality & compliance)
- Capture existing corporate and project knowledge for future use
- Mitigate the risk of losing corporate knowledge
- Provide the basis for continuous improvement
- Demonstrate to clients your organisation or project is managed effectively
- Is a genuine business asset

Our Methodologies

Consultas adopts a number of different methodologies relevant to the client's needs and required results.

1) The **Consultas Process Methodology** is appropriate for identifying, capturing and producing business processes as applied to the development of Project & Business (Operational) Management Systems. IT system interactions are captured as part of the 'human processes', identifying potential for improved dataflows as well as other process improvement.

This highly specialised area of expertise includes:

- Identification of policies, processes and procedures, and systems (including research and cross referencing)
- Development of policies and processes as required
- Facilitating workshops to capture end to end processes into high level Process Roadmaps
- Conducting small group interviews to capture procedural flowcharts (swimlane maps)
- Preparation of controlled hardcopy and/or electronic documents
- Creation of templates and forms
- Creation and maintenance of a process register
- Delivery to the client's preferred communication channel (e.g. internet or intranet)
- Provision of staff training for maintenance purposes

The Consultas Approach can be applied on a single process, across an organisation, or project wide. Our methodology leads initially to an 'as is' or 'current state' understanding of the organisation or the project in order to optimise existing work practices. It involves the participation of all relevant personnel, which significantly aids the change management process.

2) **Lean Six Sigma** is a method combining the Lean philosophy of eliminating waste with the Six Sigma approach of reducing defects and variations to improve quality. This is an excellent method to apply to the improvement of processes that are either underperforming or plain broken. The method forces a rigorous phased approach (Define, Measure, Analyse, Improve, and Control) that prevents the jumping to conclusions without proof of the root cause(s).

3) The BP Group developed the **Customer Expectation Management Method (CEMMethod®)**. Marjolein Towler is a Certified Process Professional Champion (Level 8) of CEMMethod®. This method affords process improvement by aligning all business processes with a successful customer outcome. All customer interactions (whether person-to-person, or person-to-system etc.) are identified along with break points and business rules. Business rules are measured against a set of criteria to assess their need in the process. CEMM is intense but makes profound process and organisational innovations, even on departmental levels. The CEMMethod® can also be applied to a single process, but is not suitable for project environments. The explicit customer focus does not lend itself to project applications.

Marjolein Towler (Mar-Yolane) – Principal Consultant

Marjolein brings over 29 years of experience as Director of Consultas with a client base from both the Corporate and Public Sectors. She is a qualified Information Designer, a certified Project Management Professional (PMP), a qualified Facilitator and a Certified Process Professional–Champion (CPPC-Lvl8). She is also a certified Lean Six Sigma practitioner (Green Belt) with extensive experience in the development of business management and project management systems. She holds a Cert IV in Workplace Training & Assessment and develops and delivers training. Areas of expertise include:

- Business process capture & mapping
- Business process optimisation & innovation
- Organisational process design
- Development of operational and project policies, processes and procedures
- Workshop development and delivery
- Stakeholder management
- Business Process Management System design and development
- Management and production of instructional and interactive computer-based media projects, including the design of information architecture, human computer interface, and customer/client relations
- Design, development, coordination and teaching of tertiary level courses in the visual design, interactive media and I.T. fields
- A clear understanding of budget development and constraints, and the role of marketing and public relations within corporate, institutional and publicly funded environments

Geoff Towler – Principal Consultant

Geoff brings over 29 years of experience as Director of Consultas with major clients in oil, gas and mining development. He is a qualified production engineer with 40 years solid international experience in Project Engineering/Control of Oil & Gas, Petrochemical, Nuclear and Defence Projects. Areas of expertise include:

- Engineering & Design
- Production Engineering
- Production Management
- Project Engineering
- Project Control
- Project Management System design and development
- Project Co-ordination/Administration
- Emergency Response and Crisis Management Planning
- Business Process Mapping/Compliance/Procedures

Jag Strachan – Senior Consultant

Jag Strachan is a qualified Electrical & Electronic Systems Engineering (B.Eng) with 15 years management, execution and operations experience predominantly within technical and regulatory environments in particular the Energy sector.

She successfully designed, project managed and commissioned modifications to skid based packaged process plants, including a fuel gas compression skid control system offshore on an oil rig in the North Sea.

Through her experience of working with various stakeholders, including on a major capital infrastructure program in Australia, she quickly bridges the gap between technical, strategic and business requirements on complex major capital programs and business transformations.

Jag has developed strong stakeholder management skills gained in project roles dealing with business stakeholders, allowing her to win and sustain stakeholder commitment on challenging major capital projects. Areas of expertise include:

- Program and Project Management – Major Capital Project Delivery
- Business Transformation - correlation between People, Process and Technology
- Process and Performance Improvement
- Operations Readiness
- Technology – Operational Technology (OT), Real Time Location Services, Radio Frequency Identification and Metering
- IT and OT systems Integration

- The University of Western Australia – Campus Management
- Character Group
- McDermott Marine (UK)
- Perth Airport
- Mawarnkarra Medical Service (Pro Bono)
- Technip Oceania
- Mungalu Truscott Airbase (NT)
- Australian Institute of Management WA (AIMWA)
- Promapp Group (New Zealand)
- SEQTA Software
- Curtin University
- G&G Mining Fabrication
- Holcim (Australia) Pty Ltd
- Royal Automobile Club of WA (RACWA)
- Alinta Pty Ltd
- Inpex Browse Ltd
- Chamber of Commerce & Industry WA
- Chevron
- Technip-Coflexip Pty Ltd
- East Perth Power Station History Project (ARC funded)
- Dutch Australians at a Glance: Web Resource (corporate sponsorship)
- Australian Netherlands Committee for Old Dutch Shipwrecks (Australia/Netherlands)
- Callaway Centre, School of Music, UWA
- Imago Multimedia Centre
- Woodside Energy Limited
- Ampolex
- Western Mining Corporation
- WA Maritime Museum
- Duyfken 1606 Replica Foundation (corporate sponsorship)
- Digital Workbook International, LLC (USA)
- Curtin University of Technology, School of Design
- Murdoch University, School of IT

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