



3. Programme & Project Management

All parts of an organisation have an impact on the customer experience and managing large projects and programmes is a challenging and complex task needing skill and experience.

Coalesce Consulting have such skills and experience, gained through multiple hands-on projects managing both different and complimentary requirements in parallel. We have a well-established reputation for delivering major projects and change programmes to time, cost and plan.

Our project and programme work can derive from the development of action plans as a result of operational review/audit and strategic design work undertaken for clients, or from a need to manage an already identified and sometimes complex programme of inter-related projects with major organisational dependencies, risks and impacts. Projects can be led and directed by the client with our involvement at a specific level or for a specific aspect of work, or led and directed by us but in all cases we ensure all our plans are designed and used to deliver against key milestones within a very focused set of agreed outcomes and objectives. All this within a proper project methodology.

Many organisations do not have the skills, knowledge and experience necessary to manage projects and programmes effectively. Coalesce Consulting work closely with in-house staff to develop skills and competencies, to mentor them and to help design and develop methodologies for future projects.

A typical project process would be established along the following lines:

