



Case Study

Sector: Public Sector – Not For Profit Roads Agency

Assignment: Data analysis, creation of Performance Reviews and Annual Report, Newsletters and a UK-wide Conference

Period: 2011

Background:

This organisation presents in-depth performance analysis to its external stakeholders on a quarterly basis. Due to staff movements during the early Spring of 2011, the final quarter and full year analysis for the year 2010 and preparation for the publication of the Annual Report in July 2011 were running well behind schedule. A major UK-wide conference was also scheduled for early June and being organised through this Agency

Assignment:

- To analyse significant quantities of data provided by a third party contracted supplier – 23 data sets covering 32 Utility Companies, 5 Regional Road Authorities and 6 Trunk Road Operators
- To produce Fourth Quarter (Q4) and Full Year Performance Reviews at very short notice for five external stakeholder meetings held off site around Scotland
- To contribute trend and data analysis to the publication of the Annual Report
- To finalise and deliver the UK Conference held in Edinburgh on 02 June 2011 for 100 delegates and 5 exhibitors
- To update and deliver Monthly Commissioner Newsletters
- To update and deliver a specific Utility Company Performance Review document

Methodologies:

- Creation of appropriate Excel spreadsheets and diagrammatical interpretation of actual and trend results from the raw data provided
- Flooding standard organisation templates with updated specific period and trend data
- Involvement in organisation meetings as an observer, contributing to outcomes when requested
- One-to-One feedback at Commissioner, at Performance Manager and at Liaison Manager levels on various subjects and topics as required
- Online and One-to-One liaison with UK Government and major nationwide stakeholders and suppliers relating to organisation of the Conference

Outcomes:

Successful delivery at very short notice (within three weeks) of 5 external Q4 and Full Year Performance Reports covering Regional Road Authorities

Successful data and trend analysis contributing to the shape, content, tone of voice and layout of the Annual Report due for publication in late July 2011, including 96 page tabulated Appendices

Successful development and delivery of a UK Conference involving 100 delegates from all over the UK in Edinburgh on 02 June 2011, including 5 exhibitors

Successful delivery of two newsletter updates for May and June 2011

Delivery within 24 hours of a specific Utility Company Performance Review covering Q4 and Full Year 2010 data