

Features

- Provides a 3 dimensional view of the project drivers – commercial purpose, end-user functionality and the desired financial return.
- Eliminates ivory towers and silos between teams allowing each unit to appreciate the functions of others by understanding the entire development process.
- Facilitates better communication between business and technical departments.
- Creates more accurate product specifications that save valuable time through the entire development cycle.
- Aligns the goals of the entire company to one target i.e. commercially effective software.
- Establishes the key success drivers for each individual client and each individual project.
- Utilises the most suitable process or encompasses the existing process to deliver appropriate and relevant thought frameworks.

Advantages

- Improved software products that are needs-matched, function-rich and intuitive for users.
- Project outcomes are delivered on-time and within budget.
- Faster times to market and lower costs produce competitive advantages.
- Reduces and/or eliminates the need for expensive, process project management software.
- Enables innovation and additional functionality to be incorporated without additional time or costs being introduced.
- Reduces the risk of failure. If failure is unavoidable this fact is recognised at an early stage.
- Constant monitoring of the process allows for quick responses to be made when staff or specifications change.
- If process management software is to be purchased at a later date the client is empowered and knowledgeable to select functionality accurately.
- Creates the ability to adapt quickly to external changes in technology.

Benefits

For the business externally;

- Function-rich, easy-to-use software creates positive customer experience and excellent value levels in the marketplace.
- Effective solutions attract positive media attention creating good PR and third-party endorsement.
- Increased profile attracts more customers.
- Better products + more customers = greater profitability.
- Larger customer base generates commercial security and more feedback with the potential for creating value-added additions to specific demands.
- Future products will have ever greater relevance and applicability.

For the business internally;

- Better financial project control (FD).
- Clear vision of the status of all live projects and for all stakeholders (MD, CTO, FD).
- Better vision and input from the marketing team throughout the development cycle.
- Massive innovation potential.
- Sales team will be well informed and not tempted to over-sell or sell early.
- Reduce cost by optimising development process to reduce time to market.
- Better visibility toward its customers due to better quality in projects and well defined adaptive process.
- Continuous knowledge transfer to project teams.
- Contented staff = higher retention levels and lower recruitment costs.
- Company becomes a desirable employer - attracting the crème de la crème.
- Generates the highest quality teams.
- Easier to move toward certifications such as CMMI or ISO effectively.
- Ability to move staff from project to project smoothly.

Component	Needs & Drivers	Without PCO	With PCO
1. Outstanding Requirements Gathering	<p>Commercial need, purpose of application, necessary functionality, people, time frames, tools, budget</p> <p>Role definition, skills mix, salary levels, recruitment costs, control & management structure, competitor advantage.</p>	<p>Upfront specification is accurate, but with no built-in resilience for changes in technology, personnel or commercial need. Often delivered over-budget, late and with inferior functionality, i.e. not needs matched</p> <p>Roles are unclear, retention suffers resulting in personnel changes during the project.</p>	<p>Upfront specification is comprehensive with accurate contingency plans for changing project factors. Results delivered under budget, on-time and with additional innovative functionality.</p> <p>The team is motivated, happy to work together and has a clear understanding of their pay and potential incentives. Staff retention is high.</p>
2. Team Goal Alignment	<p>Clear vision, defined waypoints, performance targets, drift recognition.</p>	<p>Project personnel are unclear about their performance expectations and the important role they play in the project's final outcome.</p>	<p>Each team member understands their individual role as well as the roles of colleagues and appreciates their importance to the project's successful outcome.</p>
3. Communimatics	<p>Clear communication channels, accurate transfer of information, common vocabulary. The right information at the right time = correct decisions.</p>	<p>Communication process is casual, unstructured and undocumented. Changing project factors are not relayed accurately with less efficient results.</p>	<p>Ordered and documented communication, resulting in team-wide appreciation of changing needs and accurate responses to developments.</p>
4. Improved Production Chain	<p>Efficient processes and handovers, reduction of bugs and incompatibilities, ability for personnel to work in different roles.</p>	<p>The production chain lacks detail and overlaps with different sub-teams' roles creating ivory towers and personal competition.</p>	<p>The production chain is linear with transparent measurement of each waypoint with each team member prepared to cover inefficiencies arising during the project or individual stages.</p>
5. Skills Management	<p>Capability improvement, team dove-tailing, identify gaps & overlaps.</p>	<p>Project team operates with overlapping effort and insufficient knowledge gaps jeopardising long term product functionality.</p>	<p>The entire team is specifically trained to be comprehensively skilled and integrated to fulfil the projects goals.</p>
6. Mentality Shift	<p>New thinking, training, commercial awareness, appreciation of individual roles. Understanding the process and putting it into practise.</p>	<p>Personnel become habitual and the routine begins to produce quality issues and inefficiencies. They stop "working on purpose"</p>	<p>Teams are constantly motivated with new thinking, incentives, in project training and a valuing of their role to maintain project enthusiasm. Staff begin to value the work they are asked to do. They appreciate the importance of their role.</p>
7. Positive Rule Breaking	<p>Recognising when the process is stifling potential. Seizing innovation opportunities. Improving the end result beyond initial requirement. Analysis of benefit.</p> <p>Suitable product: needs matched, on-time, in-budget.</p>	<p>Teams simply follow their process and do not recognise opportunities improve or short cut the project outcome. They work to finish and not to win.</p> <p>On testing the project is found to be overly bug ridden and lacking some of the envisioned functionality.</p>	<p>Innovation is recognised in and outside of the process to produce exceptional products and/or cost/time savings. A decision making process is created for innovations.</p> <p>Project is delivered quicker and more cheaply than originally estimated with additional and innovative functional additions that have stayed abreast of current needs and markets.</p>