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SIMULATED CONSULTING CASE STUDY

PROJECT DELIVERY WORKFLOW IMPROVEMENT

A process-first demonstration of how JPT would diagnose fragmented project updates, weak handoffs and manual management reporting in a multi-project construction environment.

IMPORTANT DISCLOSURE

This demonstration project uses a fictional organization and synthetic operational data to illustrate JPT Consultancy's process-improvement approach. Results and improvement scenarios shown are modeled and should not be interpreted as outcomes achieved for an actual client.

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01 / THE CHALLENGE

The problem was not simply 'we need a dashboard'

Harborstone BuildWorks & Project Services, Inc. (Fictional) is modeled as a mid-sized construction and project-services business managing 18 simultaneous active engagements across commercial fit-out, warehouse and industrial, residential mid-rise, retail rollout, and civil/site-development work.

The simulated management problem was not simply that the company needed a dashboard. The deeper issue was that project information and accountability moved through several manual handoffs before management could act.

Weekly updates arrived through multiple channels. Project Managers clarified incomplete submissions. Operations/PMO manually assembled the portfolio report. Actions could leave management review without a confirmed owner. Resource requests could enter coordination without complete minimum information. Management then spent time chasing status, ownership and exceptions.

SYNTHETIC EVIDENCE BASE

18	12	216	154	108
active fictional projects	weekly cycles	weekly updates	actions	resource requests

All company, project, person and operating-event data are fictional and synthetic. These figures are not industry benchmarks.

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02 / WHAT THE DATA SHOWED

Five management signals worth investigating

Synthetic baseline only - not client performance.

61.6%

On-time weekly project updates

Only 61.6% of expected weekly updates arrived by the modeled cutoff.

31 h

Median report lead time

The management-ready portfolio view became available a median 31 hours after the weekly cutoff.

59.1%

Actions with owner at creation

Only 59.1% of simulated actions had an owner defined when the action was created.

50.0%

First-time complete resource requests

Half of resource requests entered the simulated workflow without complete minimum information.

42.8

Management chase touches per week

The synthetic weekly summary averaged 42.8 follow-up touches to obtain status, ownership or resource-response information.

SUPPORTING SYNTHETIC DIAGNOSTICS

46.8% of update records required rework | 15.0 h/week manual consolidation | Action on-time closure: 67.0% with owner at creation vs 31.7% without

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03 / WHERE WORK WAS GETTING STUCK

Small handoff defects compounded before management could act

Simulated current state.



61.6%
updates on time

46.8%
update records requiring rework

15.0 h
manual consolidation / week

31 h
median report lead time

42.8
management chase touches / week

The current-state issue was cumulative: information quality was checked late, accountability could be clarified after the decision, reporting required reconstruction, and management became the integration layer for exceptions.

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04 / JPT ANALYSIS

Four simulated root causes

plus one conclusion the evidence did not support

01 **Standardize information before the handoff**

The simulated late/incomplete/rework pattern originated upstream. JPT's design response was to define one weekly update protocol, one cutoff and a completeness gate before PM acceptance.

02 **Make accountability explicit at the decision point**

The strongest synthetic comparison was action ownership. When an owner was defined at creation, simulated on-time closure was materially higher. The design response was a central action register with mandatory owner, due date, priority, status and completion evidence.

03 **Control request quality before coordination begins**

Incomplete resource requests were modeled with additional clarification and fulfillment risk. The design response was to require minimum information before the normal triage/SLA clock starts.

04 **Make reporting an output of the workflow**

The 15.0 hours/week of manual consolidation and 31-hour median report lead were built into the current-state sequence. The design response was to feed one portfolio dataset and management KPI view from standardized source data.

NOT VALIDATED: PM WORKLOAD AS THE PRIMARY CAUSE

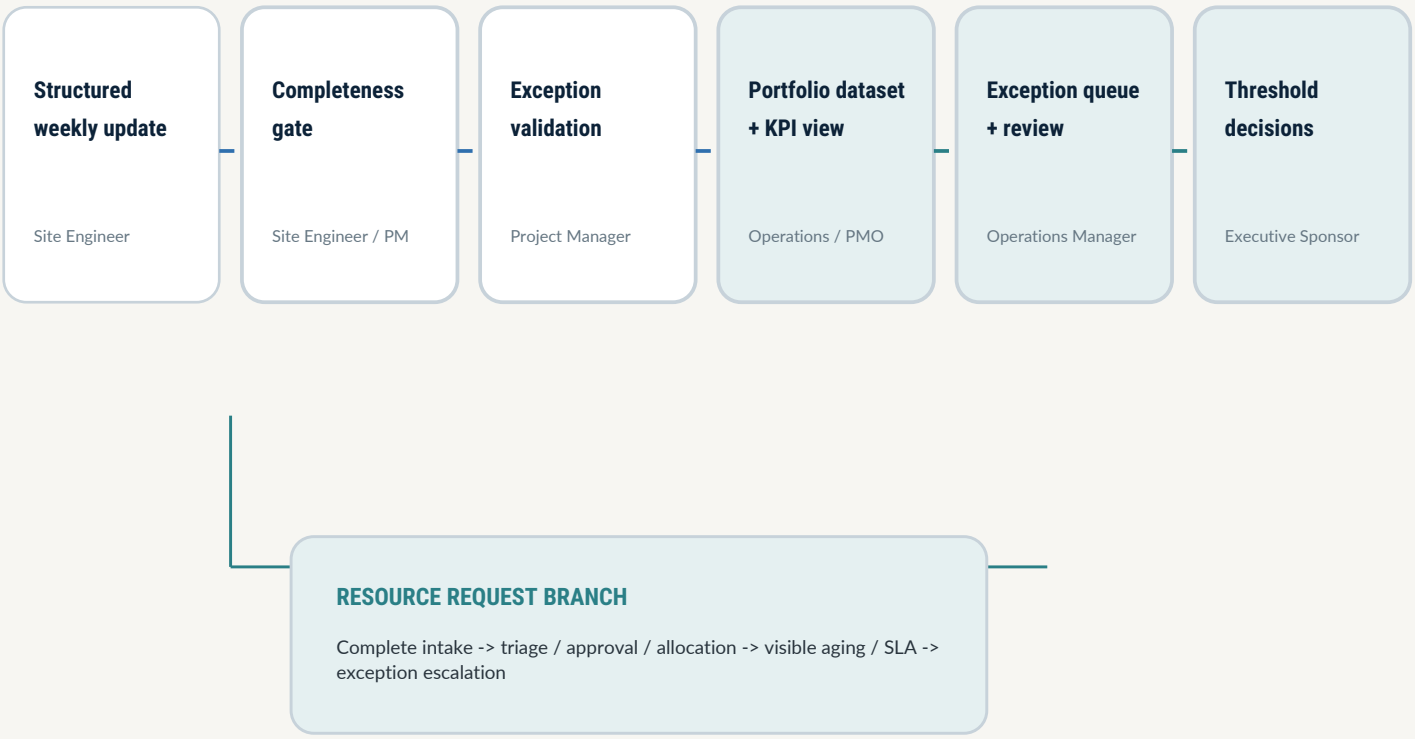
JPT did not treat Project Manager workload as a validated root cause. The fictional PMs carried different project counts, but the synthetic quality/timeliness pattern was not monotonic by PM load. The simulation therefore did not justify a staffing recommendation.

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05 / REDESIGNED WORKFLOW

Proposed future-state design - simulation

Process first. Tool-light. Automation only after the workflow is clear.



OWNERSHIP PRINCIPLE

Site Engineer	Complete source updates and resource requests
Project Manager	Accountable for project-update readiness and project-originating request completeness
Operations / PMO	Portfolio dataset/dashboard refresh, action-register control and exception monitoring
Resource Coordinator	Resource triage, status management and fulfillment coordination
Operations Manager	Management-ready portfolio view, cross-project exceptions and priority conflicts
Executive Sponsor	Threshold decisions only - not routine coordination

Design principle: executive management should not be the default owner of routine coordination.

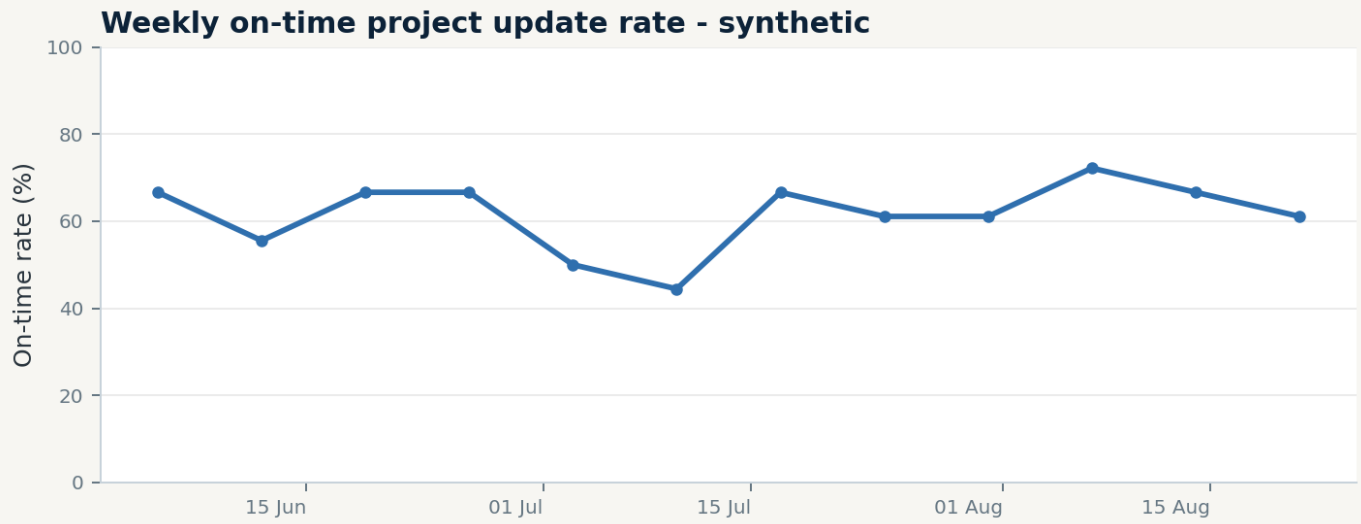
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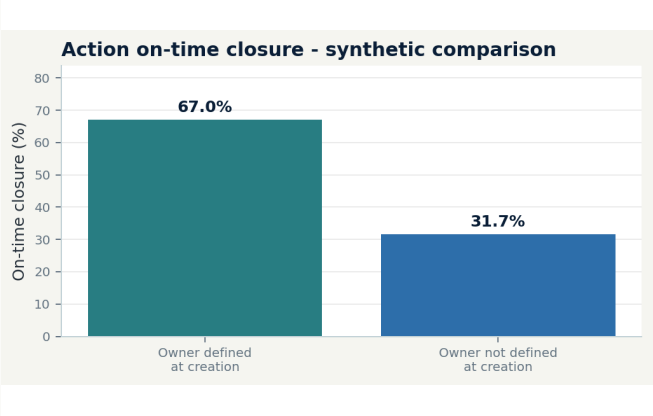
06 / MANAGEMENT DASHBOARD

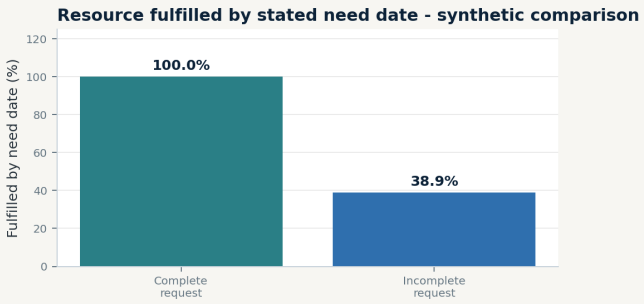
A management view tied to workflow controls

Public-facing visualization of the simulated dashboard; values are synthetic.

61.6%	31 h	59.1%	69.4%	42.8
On-time updates	Report lead time	Owner at creation	Resource by need date	Chase touches / week







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07 / MODELED IMPROVEMENT POTENTIAL

Directional hypotheses for a future pilot - not achieved

MODELED / ESTIMATED POTENTIAL ONLY - NO PILOT WAS RUN

Measure	Synthetic baseline	Modeled potential	Directional change
On-time weekly updates	61.6%	85-90%	+23 to +28 percentage points
Median report lead time	31 h	16-20 h	35-48% reduction
Actions with owner at creation	59.1%	95%+	about +36 percentage points
First-time complete resource requests	50.0%	90%	about +40 percentage points
Manual consolidation effort	15.0 h/week	7-9 h/week	40-53% reduction
Management chase touches	42.8/week	20-26/week	39-53% reduction

HOW TO READ THIS PAGE

These numbers are not savings, ROI, or client results. They are testable modeled ranges based on the simulated future-state controls. A real engagement would require a client-run pilot and post-change measurement before any improvement could be described as achieved.

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08 / IMPLEMENTATION ROADMAP

Designed to test the process before scaling or automating it



PILOT DESIGNED - NOT EXECUTED

WHAT JPT DELIVERED IN THE SIMULATED ENGAGEMENT

- Synthetic operating dataset and baseline KPI analysis
- Detailed current-state workflow and handoff mapping
- Bottleneck analysis and root-cause validation
- Prioritized improvement opportunities
- Future-state workflow and ownership/RACI concept
- Management KPI dashboard and control plan
- Bounded pilot design with explicit success measures and stop/escalation conditions
- Implementation roadmap and executive readout

Scope discipline: the simulation did not include enterprise software implementation, organization-wide transformation, custom API development or a realized post-implementation benefit study.

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FROM EVIDENCE TO BETTER OPERATING CONTROL

Less chasing.
Clearer ownership.
Better management visibility.

If your project team spends more time chasing updates than acting on them, JPT can help identify where the workflow is breaking down, what evidence matters and what to improve first. The starting point is a focused look at one defined workflow - not a software pitch.

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