

# PROGRAM AND PROJECT MANAGEMENT

# CATEGORIES

At Mercor we seek to understand key project drivers and how best to meet those needs. This involves building the kind of working relationships that can flow through to all members of multi-disciplinary project teams, including clients, community, contractors and consultants. We acknowledge that the involvement of all stakeholders at the appropriate time is vital for successful delivery within the triple constraints of time, cost and quality. We achieve certainty of project delivery through a collaborative, non-adversarial project management style that works through issues rather than arbitrarily allocating them to parties who may not be in the best position to deal with them.

Our service offer is generally in the following three areas:

## BUSINESS ANALYSIS

- Define the business needs and objectives for the project.
- Define the business outcomes and the benefits the project will provide.
- Define how project success will be measured.
- Determine if the project will provide an acceptable return on the capital invested.

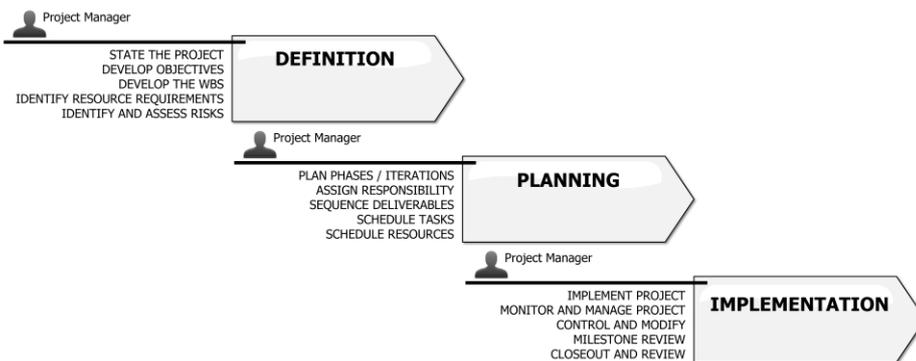
## OPTION DEVELOPMENT

- Determine project feasibility.
- Compare alternative options against the project objectives
- Select a preferred option for further development.
- Define the key elements of the project.
- Develop, define and coordinate all of the key components included in the project scope.
- Provide the client with sufficient information to understand functionality, benefits and elemental costs.
- Develop a comprehensive plan for the delivery of project.

## IMPLEMENTATION

- Implement the plans developed in the previous phases.
- Manage the design and documentation of all elements of the project, providing sufficient detail for execution.
- Procure resources for the delivery of the project.
- Manage the execution process through to completion.
- Commission and handover the project to the user.
- Arrange project completion documentation and user training,
- Close out contracts including defects resolution.
- Review the project outcomes against the original plan.

- Acquiring and Allocating Resources
- Assigning Tasks
- Business Analysis
- Closure and Debrief
- Communication
- Construct Mapping
- Controlling Execution
- Defect Prevention
- Directing Activities
- Estimating Resources
- Forecasting
- Issues Management
- Managing and Controlling Changes
- Options Development and Selection
- Planning by Objectives
- Quality Management
- Requirements Analysis
- Risk Management
- Scheduling
- Stakeholder Engagement
- Tracking Progress



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