



PMC manage every step of a programme or project  
from inception through to post implementation support

## Project and Programme Management

For any retailer getting critical projects delivered on time, within budget - and to the required specification, is pivotal. The impact of scope creep, changing requirements or missing key issues is not only detrimental to the project - but to the strategic goals of the retailer.

At PMC our team of Project/Programme Managers have all worked within retail, and have considerable experience of delivering complex projects within the retail environment. Through their engagement you can be confident that your key projects will be delivered successfully.

### Project Governance

Within PMC we have developed a project methodology which is based upon 'Prince 2' principles, but with a strong retail focus.

Each project/programme is monitored/QA'd within PMC throughout the project phases, with formal governance gate reviews as the project passes from phase to phase. This ensures that all elements are successfully achieved and that all risks and issues have been correctly mitigated.

For our clients, each stage has a set of standard deliverables that are available for review and challenge, to ensure confidence that the project/programme is being delivered in line with the agreed plan.

### Support through every stage

For PMC, project involvement doesn't just mean engagement at the point of delivery. Using our retail experience, we can support business case preparation and undertake cost benefit analysis. If the project involves third party vendors, we can support the provider or hardware selection process, and if required drive the contract negotiation process. With experience of the retail market, vendors, and what it takes to deliver projects in a retail environment, you can be confident that the foundations of your project will be rock solid.

### Project definition and approval

We can support retailers through the requirements gathering stage, facilitating workshops and finalising the PDD (project definition document) - from a functional and technical point of view.

### Project Delivery

With sign off agreed, PMC will create the PID (project initiation document), detailing objectives, scope, deliverables, approach, project organisation structure, governance, communications plan, project plan, project controls and full project costs. Depending on the project/programme structure, PMC will manage both internal as well as third party resource.

Regular communication is vital to effective project delivery, so as part of the project governance PMC will regularly report on project progress to the project sponsors or board, highlighting any issues/risks and the mitigation plans in place to resolve.

### Post implementation Review

At the successful completion of the project we can generate a project implementation review document, identifying whether the expected benefits of the project have been realised, and to capture lessons learned in areas such as business process, product development and business relationships.

### Why PMC?

As retail specialists we are able to hit the ground running and bring a strong client focus to every project we deliver. Our team has solid retail experience from working with some of the UKs biggest retailers and are passionate about what they do. Our approach is about providing highly adaptable resource that can fit into any environment, and we will do what it takes to successfully deliver the project.

### → Benefits

- ❖ Retail project specialists
- ❖ Retail specific methodology
- ❖ Added value client focused delivery
- ❖ Highly adaptable
- ❖ Honest & impartial
- ❖ Track record of successful delivery