



OPERATIONS MANAGEMENT SERVICES

CST CONSULTING OPERATIONS MANAGEMENT SERVICES OVERVIEW

CST Consulting is capable of deploying experienced Project and Program Managers with proven tools and proficiency in implementing projects on time and within budget.

DETAIL OF SERVICES

CST Consulting Program and Project staff members can lend expertise in the following areas:

CST OPERATIONS MANAGEMENT ASSESSMENT

Many organizations have the desire to initiate improvements but are uncertain as to the appropriate direction to proceed. An operational assessment is a methodical approach to analyzing current systems and business processes in order to identify and document potential process and technological improvement opportunities that are consistent with business critical success factors and strategic objectives. The operations assessment is a pre-implementation activity that will provide a "road map" for the organization to move forward with making the improvements necessary to position the company for future viability and growth with regard to available technologies and best practices.

- Mentoring & Coaching the Project Team
- Management of Large Projects
- Liaison between Suppliers, OEMs, Contractors and the End User
- Documents Review
- Commissioning and Performance Tests Supervision

BENEFITS OF CST PROJECT, PROGRAM AND PORTFOLIO MANAGERS

- **SINGLE POINT OF CONTACT FOR ALL GLOBAL ACTIVITIES**
CST Consulting Project Managers will become the dedicated Single Point of Contact (SPOC) who is accountable for the successful overall delivery of the service. They maintain full responsibility for the success of the project and are the key trusted advisors to the customer
- **LEADERSHIP AND TECHNICAL EXPERTISE TO SPEARHEAD PROJECTS**
With both certified and experienced project managers on staff, CST Consulting personnel have both the leadership and technical skills to lead project teams to meet defined project goals. Our staff is available to lead projects not only at CST Consulting, but also on the customer premises.
- **CREATE AND MANAGE PROJECT PLANS**
It all starts with a plan. Without a project plan, goals are undefined and the project is destined to not achieve the targeted project objectives. CST Consulting Project Managers know how to develop a plan through working with the customer to define true project needs versus wants and how to execute this plan within given time, budget and technology constraints.
- **DEVELOP RISK MANAGEMENT AND RISK MITIGATION PLANS**
Risk is unavoidable. The key is managing and mitigating all risks involved with a project to maintain the project integrity and to meet or exceed pre-defined project goals.
- **MANAGE INSTALLATION OR MIGRATION**
CST Consulting Project Managers and their teams work through every step of the installation and/or migration process.



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- **PRIORITIZE TASKS AND DEVELOPMENT ISSUES**
Issues arise every day. Project Managers need to review all the activities within a project and assess those that are critical to keep the project within cost, scope and timing.
- **MANAGE PROJECT SCOPE**
CST Consulting Project Managers will utilize a project plan and revise the baseline project plan as needed to keep up with risk, customer needs, budget and schedule changes.
- **COORDINATE AND OPTIMIZE TIME AND RESOURCES**
As projects grow or decrease in scope, resource reviews need to take place as deviations to the baseline plan. Project Managers will actively assess the level of employee participation and level of expertise needed to be certain that CST Consulting is delivering the highest quality deliverables that it can throughout each phase of the project.
- **FORECAST AND MANAGE PROJECT BUDGET**
Based on the current project plan, Project Managers will report the status of and manage to the mutually agreed upon project budget.
- **BECOME A VALUE-ADDED RESOURCE TO THE CUSTOMER**
By working closely with the customer, CST Consulting Project Managers delve deep into our customers' businesses and to assure our customers that we will understand their specific objectives and act to further their best interests.

ABOUT CST CONSULTING PROJECT MANAGEMENT

The objective of the Project Management organization is to allow our Professional Services group to consistently deliver high-quality project and program management services across our entire customer base. One of the key goals of Project Management is to focus on building long-standing partnerships to deliver projects that are completed on time and within budget. To ensure this level of commitment to the client, we dedicate senior individuals to be responsible for each customer relationship. These leaders help forge a foundation based on trust and the mutual objective of driving the organization to new levels of business performance. Individuals that are assigned to Project-sized accounts are experts in Project and Program management. Success within this organization requires skills both in working with clients as business partners and in providing the leadership to manage large-scale, complex consulting Projects.

CONTACT INFORMATION

For additional information, please contact info@cst-consulting.com