

Case Study.

Technology provider for
low-carbon fuels production.
Canada.
Oil, Gas and Energy.

Transforming leaders and management practices to improve performance in project delivery

Challenge

Our client is a global technology provider enabling low-carbon fuels and circular chemicals production from waste. Amid a major transformation — from a research and development culture to a project delivery model — our client aimed to strengthen its project management practices to accelerate timelines and ensure rigorous performance oversight.

Solution

The company called on our dss+ Humex experts to support the transformation of its teams' management practices, behaviours, and skills through training, coaching, and the implementation of the UTrakk Daily Management System (DMS):

- Definition of managers' roles and responsibilities using the RACI model
- Development of management practices and behaviours through training and personalised coaching
- Training of internal coaches to sustain the performance culture
- Optimisation and digitalisation of the communication structure (meetings) between teams
- Definition of objectives and deliverables for each meeting
- Creation of actions with assigned owners and deadlines, and standardisation of documentation
- Implementation of action follow-ups to ensure deadlines are met



Strategic results

- 150 hours of coaching per manager
- 31% improvement in management skills
- 43% improvement in managers' decision-making ability
- Better alignment with performance objectives
- Improved ability to identify and resolve issues
- Improved project delivery in line with timelines, budgets, and expected quality standards

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