



Establishing a PMO at Parkland Health and Hospital System

In November 2010, Parkland Health and Hospital System engaged Tefen USA to help develop and implement a Operations Excellence Project Management Office (PMO). This included defining the organizational structure of the office and identifying the areas for improvement within the hospital.

Challenge

Parkland Health and Hospital System was seeking professional services related to the development of internal Operations Excellence (OPEX) capabilities including creation of a Project Management Office.

Strategy/Approach

Tefen structured the project with the client concerns in mind and developed a project plan that focused on building an Operations Excellence Department from the ground up.

Starting with developing the department, the organizational structure and governance guidelines.

The following steps were taken:

- Job descriptions for the OpEx Department roles were created
- Recruiting support for department was given
- Onboarding of new hires
- Training of department
- Project Management Training
- Identify roadmap for improvement projects

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How Tefen Helped

Parkland hospital has begun their Operations Excellence journey. Tefen helped them to staff their department (helped Parkland hire the Director, two PM's and an analyst) and helped with identifying improvement projects of which 2 had already been started prior to the end of the engagement. The department is projecting \$4 million in savings in the first year of its existence.

About Tefen

Tefen is an international management consulting firm, committed to improving overall operational effectiveness for Fortune 500 companies around the world. The firm's main areas of focus include operations excellence, manufacturing, quality, customer service, research and development and supply chain management. With its "hands-on" approach philosophy, the company has achieved tremendous success in delivering quantifiable and value-driven results for its clients in a variety of industries, including healthcare, life sciences, general manufacturing, high-tech and financial services. All of Tefen's support programs are ISO 9001 certified. Tefen currently employs over 300 professionals worldwide.

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