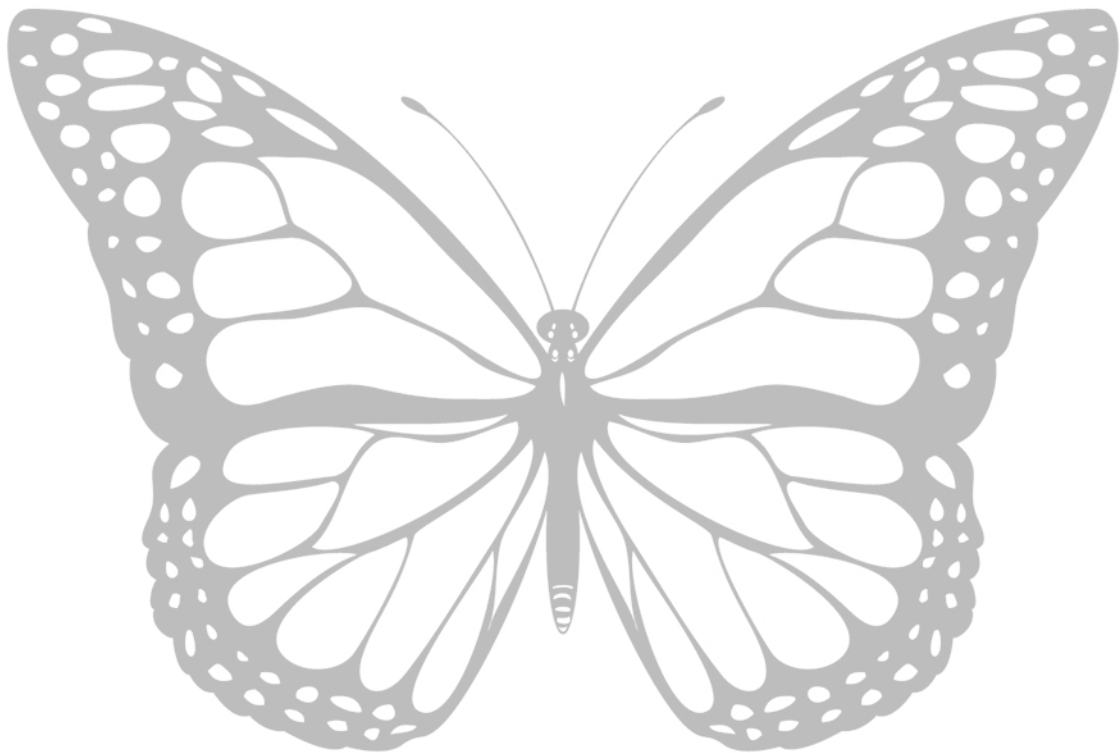


case study
A&B Mylec



the company

A&B Mylec Pty Ltd was established in 1995 to provide metallurgical, process engineering and coal technology expertise to the Australian mining industry. Currently with locates in Rockhampton, Brisbane and Newcastle they provide a unique suite of skills and experience in Coal Quality, Coal Preparation , Sampling Systems and Utilisation Technology, and Custom Software Development to a broad range of local and international clients.

the situation

A&B Mylec are constantly delivering projects to their clients across geographical boundaries and remote areas. They were in a phase of expansion requiring additional staff and had just implemented the enterprise portfolio, programme and project management application UniPhi.

A more collaborative and scalable approach to delivering projects was required from all staff for monitoring and providing quality services for both International and Australian clients. Furthermore, A&B Mylec wanted to provide the business data that could be utilised to for strategic decision making.

A&B Mylec's whole of business approach to project and portfolio management required their internal and client facing project managers to be recognised for their current skills, and improve on, project delivery, stakeholder communication, contract administration, resource planning and utilisation, and all aspects of reporting in real time.

With project management skills critical to the business, A&B Mylec also wanted to secure a future training pathway for new staff in the area of Project Management. This was to be achieved through mentoring and training, and utilising the training skills and technical expertise of their current business improvements manager to deliver future training and ensure that this training was business specific to the needs of A&B Mylec.

training solution

A&B Mylec worked closely with mbh to conduct a thorough needs analysis to identify the most accurate developmental pathways for their staff in project management.

For those identified, a training intervention occurred that combined class room experiential learning with online support and post training guidance from facilitators. Post training workplace assessments were focused on actual project work in hand to minimise the impact on each attendee's work capacity and to provide the opportunity for direct application of the course work to the workplace. mbh worked closely with the business improvement manager across all aspects of the training and assessment process.

Objectives were set and ongoing communication and feedback enabled staff to gain their project management qualifications. Furthermore feedback was provided to assist with the improvements of their project management methodology.

To ensure that project management training would continue, mbh mentored and assisted the business improvements manager toward becoming an accredited trainer. The business improvement manager would then continue to train and mentor A&B Mylec internal staff on project management aspects. mbh worked closely with the business improvement manager providing mentoring, conducting team teaching sessions and communication through 360 degree feedback.

Benefits

There has been a direct benefit to A&B Mylec staff through the recognition of skills and development of new work methods to help manage their workloads and better deliver projects. The project management training also provided a direct correlation to their enterprise portfolio and project management system UniPhi, this was utilised as part of the assessment process for attendees.

The ongoing mbh-A&B Mylec partnership will ensure that the investment in project management training remains relevant and that the benefits from this investment will continue to be realised.

