



**MDN Consulting Pty Ltd**  
Executive Search/Selection . Human Resource Management  
Management Consulting

### Case Study - Change Management Local Government, Commercialised Unit

#### Objectives:

- \$30million annualised bottom-line savings
- Realised within 3 years
- Significant reduction in government subsidies

#### Challenges:

- Council Culture
- Low client patronage
- Inefficient Processes
- Poor resource planning
- Weak management systems

#### Solutions:

- Action Team format
- Union Involvement
- Supervisory Training
- Management Systems
- Process changes
- Route Restructure

#### Outcomes:

- \$27million annual savings
- ROI > 8:1
- IR Issues contained
- Major increase in key performance measures

### Case Study - Change Management State Government

#### Objectives:

- Analyse Call Centre Options including technology and communication
- Rationalise trades and regional structures
- Boost management performance

#### Challenges:

- Government Culture
- Low Efficiency Levels
- Inefficient processes
- Weak management systems

#### Solutions:

- Implement new structures
- Management training
- Supervisory training
- Call Centre systems
- Process changes
- Relocation of facilities

#### Outcomes:

- \$2million annual savings
- IR issues contained
- Trades Skilled improved
- Call Centre skills developed
- More efficient response to client needs

## Case Study - Change Management State Government

### Objectives:

- Improved overall business focus
- Identify areas of inefficiency and poor performance
- improve customer service level

### Challenges:

- Low efficiency levels after amalgamation
- Residual culture
- Management Fatigue
- Staff Skepticism

### Solutions:

- Implement new structures
- Action Team initiatives
- Analyse Areas of Opportunity

### Outcomes:

- \$10million annual savings
- Increased business awareness
- Performance deficiencies identified and addressed

## Case Study - Change Management Local Government

### Objectives:

- Implement new structures in shire services
- Manage branch operations before new structures effected
- Analyse operational errors and prioritise savings regime
- Implement Savings and specified improvement plans

### Challenges:

- Council culture
- Management skills
- Corporate change fatigue
- Inter-departmental Silos
- Major IT and system problems

### Solutions:

- Management Initiatives
- Action Team initiatives
- Process and work practice changes
- Management and supervisory skills, involvement and training.

### Outcomes:

- Positive and cultural shift
- \$3million annual savings started
- Improved KPI performance
- New Structures bedded in