

## Improving programme management competence at Waikato District Health Board

### Overview

Industry: Health Care  
Region: Hamilton, NZ

### Customer Profile

WDHB operates the major hospital in the Waikato district.

### Business Situation

WDHB required more effective and efficient project delivery, at lower risk and lower overall cost.

### Solution

Goal provided project management training to key project managers, and conducted a P3M3 assessment to provide WDHB with a roadmap of improvement activities.

### Benefits

WDHB now utilises a standard project management method, and has an achievable workplan to improve its overall project management maturity.

### Customer Profile

Waikato District Health Board (WDHB) employs more than 5800 people and plans, funds and provides hospital and health services to more than 360,000 people in the Waikato district, centred on Hamilton NZ.

### Business Situation

Various divisions within WDHB had invested in improving project management competency, including the establishment of Programme Management Offices (PMOs), but the Board decided that these approaches were disjointed and inefficient. It decided that greater consistency in approach and an independent assessment was required to provide direction to a consolidated improvement initiative. It was also concerned at inconsistent governance of projects.

### Solution

Goal undertook an organisation-wide assessment using the Portfolio Programme and Project Management Maturity Model (P3M3), to identify short and longer-term improvement activities. Goal also provided PRINCE2 project management training to senior project managers within WDHB.

### Benefits

The P3M3 assessment identified valuable approaches in each of the PMOs which could be leveraged, as well as identifying areas where new approaches would be required. The PRINCE2 training ensured a consistent approach across all areas of WDHB.