



Operational performance review

Improve the whole operation through people, process and systems.

We help organisations understand what limits operational performance and prioritise improvements across leadership, capability, workflows, controls, information and systems.

For leaders facing inconsistent service, growing costs, constrained capacity, recurring rework or improvements that do not become everyday practice.

230+

Staff led

10%

Operating cost reduction

30%

Capacity released

Selected career achievements of the principal

How we help

- Review leadership, capability and operational accountabilities.
- Assess workflows, handovers, controls and service delivery.
- Examine data, technology, assets and supporting systems.
- Prioritise practical improvements and performance measures.

What you receive

- An assessment of material performance constraints.
- Prioritised improvements across people, process and systems.
- An action plan with owners and performance measures.

How we work

- Agree operational boundaries and performance objectives.
- Review evidence and engage leaders and frontline teams.
- Validate findings and prioritise implementation.

Experience behind the advice

Operational leadership

Led a global cloud infrastructure provider's ANZ mission-critical infrastructure network across 23 data centres, with approximately \$280 million annual operating expenditure.

Performance improvement

At a public-purpose asset owner, restructured the directorate, reducing operating costs by 10% and increasing delivery capacity by 80%. At a Victorian transport department, simplified processes and reporting to release at least 30% capacity.

PMPK is led by Pelagia Markogiannakis, Founder and Principal, with more than 35 years of executive experience. Our work connects people, process and systems across complex organisations.

Engagement

A defined operational performance review, with implementation support available. An asset and maintenance review can be commissioned as a focused engagement within this broader offer.

Let's discuss what your organisation needs

Pelagia Markogiannakis | Founder and Principal

enquiries@pmpk.com.au | pmpk.com.au

Melbourne based | Interstate and international travel by arrangement