



How I Turned Around a Failing PMO

From loss-making to high-performing

Swipe to learn how





The Situation

PMO failing SLAs and KPIs

Projects off track

Revenue at minus 10 percent

Contract renewal at risk



The Reality

Low morale across the team

Poor delivery confidence from stakeholders

Supplier vs client mindset creating friction

Collaboration breakdown at every level



The Risk

Contract loss

Reputational damage

Growing financial losses



My Approach

Delivery model reset

Governance redesign

Cultural transformation



Execution

Hybrid Agile and structured
planning

Simplified governance

One team culture



Project Recovery

Majority of projects moved from red to green.

Remaining projects moved from red to amber with clear plans.



Results

+30%

Delivery Improvement

3 → 7

CSAT

-10% → +15%

Revenue

100%

SLA Achievement



Outcome

Trust restored

Stronger delivery pipeline

Reference customer achieved

Key Lesson:



Turnarounds require:

- Alignment
- Leadership
- Culture

