

*ThinkEvans*

TEAM

# The company

ThinkEvans is a boutique management consultancy with particular capabilities in governance models and practice, strategic research and options development, performance measurement and process modelling, business and productivity improvement. The firm's stock in trade is the ability to tackle knotty, untidy issues which have quite often resisted previous attempts to resolve them.

Founded in 2002, ThinkEvans has a diversity of clients of various sizes including governments, private sector businesses and not for profit organisations.

## Selected Engagements

While many reports cannot be mentioned for commercial confidentiality considerations, the following is a sample of those completed for clients.

### **The Travel Corporation - AAT Kings**

Leading from past work done for Contiki Holidays, strategic advice through 2010 underpinned new direction for AAT Kings and closely related brands, culminating in the launch of a new brand initiative in 2011 (Inspiring Journeys). Commenced in June 2011, a follow up work and role definitions study for productivity improvement will continue to August 2011 .

### **Congregation of the Sisters of St Joseph of the Sacred Heart**

A discussion paper was developed in 2009 to advise the national leadership group on governance structures and processes, based on demographic modelling. Through 2010 and 2011 the engagement has included a series of follow on papers reviewing the performance and sustainability of incorporated entities that operate under the auspices of several Provinces or the Congregation as a whole. The entities reviewed included schools, special education facilities, aged care facilities and other services located around Australia as well as overseas in Peru and Timor Leste. ThinkEvans considered sustainability of each entity in the context of their purposes, future scenarios, ongoing performance and the industry in which they operate.

### **Inspector General of the Australian Defence Force**

Begun in 2003, this groundbreaking project was to develop a methodology to measure outcomes of the military justice system in order to reflect whether the system is achieving its objectives. Following initial design and implementation, the prototype model was extended to incorporate measurement of attitudes to military justice (2005) and then a fully realised design was implemented after further research (2007). It was extended by the development of an online facility to capture feedback on military justice processes from those who have experienced either a military trial or a complaints process (2009), or an inquiry (2010). A substantial report analysing feedback responses received to date was completed in June 2011, along with a further status report on the health and effectiveness of the military justice system.

### **Australian Business Foundation**

Various projects since 2005 include assisting with a series of occasional papers in 2007-2010, and a compendium of papers that was developed, project managed and published in October 2008 as a book entitled *Inside the Innovation Matrix: Finding the hidden human dimensions*.

## **Institute of the Sisters of Mercy in Australia**

An advisory piece on demographic modelling (2007) was followed by a large scale membership opinions survey which achieved a response rate of over 80% (2009). The results provided an almost unmatched insight into the views of the Sisters on crucial governance issues that need to be addressed in setting direction for decades to come. Following relevant decisions in 2010, a further project was commenced in late 2010 that will run until December 2011, the primary element of which is a master plan for a far reaching organisational change project across Australia & Papua New Guinea.

## **(NSW) Department of State & Regional Development**

From 2007 to 2009, primary responsibility for design, development and delivery of a range of initiatives for women manufacturers.

## **(Federal) Department of Environment & Heritage**

A response rate of over 70% to an online survey conducted in 2006 provided a very clear, albeit surprising, indication of leadership development priorities based on the review of leadership issues on which staff expressed their perceptions. The analytical report provided a strong focus and direction for re-thinking the leadership development programme in the Department to better overall effect, as well as indicating options for other policy actions in support.

## **The Nuance Group (Australia)**

In 2006, "The Future of Fragrance" was a strategic analysis of the market for fine fragrances in Australia, tracing the market structure from changes to importing legislation and consequences for cost structure & market shares.

## **CSC (Australia)**

Based on ThinkEvans' independent evaluation presented as a DVD, in 2006 CSC's service desk was nominated for an international customer service award and placed second.

## **CSR (Building Products)**

Strategic options development and scenario modelling as a substantive input to strategic product line and logistics support decisions.

## **(SA) Defence Industry**

A desktop study on globalising research activities for joint clients the University City Project in the SA Premier's Department and the Defence Teaming Centre (SA).

## **Australian Communications Industry Forum**

Consulting ACIF (now Communications Alliance) members - consumers, industry and government officials alike - the team architected an approach to self-regulation with 80+ recommendations for fundamental reform in self-regulation of the telecommunications industry in Australia.

# SME Clients

ThinkEvans also has a substantial practice in advice for small and medium enterprise in diverse industries. Examples include:

**Precision measurement instruments** for production line control - market development strategy.

**Employment law specialist practice** - business model and engagement model extension.

**Healthcare provider** - logistics support sustainability analysis.

**Dance and team building classes** for large social events, corporate team building, parties and private groups in Sydney - generation of business model and establishment of enterprise including name, web presence etc.

**Venture capital partnership** - engagement model, strategy analysis, investment profile.

**Gym equipment importer and wholesaler** - market sizing, pricing, inventory management, capital raising.

**Premium organic soap**, handmade, sold online and delivered worldwide - pricing, inventory management, market development, product line extensions, sourcing strategy review.

**Online subsidiary** of international container shipping firm - negotiation and purchase of domain name to enable online selling strategy, critique of online initiative.

**Peak body** for women's member based organisations in Australia – sustainability of business model, governance structures and processes.

**Multimedia designers** and builders of user-centred websites - advice on business ownership structure and growth model, client diversification.

**Prestige car custom designed mufflers** - pricing models and sustainability.

**Logistics optimisation** and supply chain management specialists – client management, website design and development, pricing.

**Consultant psychologist** - business model development including protection of intellectual capital and product design.

**Artisan jewellery**, hand made and custom designed – understanding markets, product development, pricing.

**Mental health education** – growth strategies, understanding markets, products and pricing, organisational skills analysis.

**Handcrafted Peruvian chocolate** delicacies - business growth and development advice including operations, product design strategy, marketing and sales.

**Premium whole food convenience meals** hand-cooked for dogs – market sizing, operations management, understanding economies of scale for premium products and positioning for growth.

**Boutique tax and accounting advisors** for SMEs – operations management, pricing of services, work practice and process models.

**Printing franchise** - work structure, roles redefinition.