

## SELECTED REPORTS FOR CLIENTS

- June 2008** *JADHE\* v2 Implementation Report*  
\*Justice and Discipline Health and Effectiveness  
Phase 2 of JADHE v 2: web site for performance measurement  
Phase 2 implementation report  
Inspector General of the Australian Defence Force
- January 2008** *Decision Making for Growth*  
Women in Manufacturing Network Operations Plan  
New South Wales Department of State and Regional Development
- October 2007** *Goodbye Mary Wells*  
Marketing Strategy Update: Review of 2006 census and historical data  
Contiki Holidays
- July 2007** *JADHE v 2 Design Report*  
Report on Phase 1 of JADHE v 2: modifications recommended to meet changes to the military justice system and related reporting requirements  
Inspector General of the Australian Defence Force
- June 2007** *Reconfiguring the Sisters of Mercy:  
Good Governance in the Third Millennium*  
Institute of the Sisters of Mercy in Australia
- March 2007** *On Globalizing Research*  
A Discussion Paper to Inform Defence Research Planning  
Centre for Defence and Industry Systems Capability and the University City Project, Premier's Department South Australia
- February 2007** *Just Culture: Measuring Outcomes of the Initiative to Promote Cultural Change in Railcorp*  
Railcorp, NSW Government
- February 2007** *Evidencing leadership skills in the Department of Environment and Heritage*  
Final Report on the Leadership Skills Survey  
(then) Department of Environment and Heritage (Federal Government)

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- February 2007** *On Supply Strategy*  
Report on good governance and supply chain management  
Catholic Healthcare Ltd
- February 2007** *Client Survey Report*  
Designing and implementing a comprehensive market research tool  
CiEvents (a division of Flight Centres)
- January 2007** *Ready to Grow*  
Women in Manufacturing Network Operations Plan for Events  
New South Wales Department of State and Regional Development
- December 2006** *Information Technology Staffing Review*  
IMB Banking and Financial Services Limited
- October 2006** *Leadership Skills Survey Preliminary Results*  
Department of Environment and Heritage
- October 2006** *Stand By Me*  
Report on the Pilot of a Mentoring Program  
CiEvents (a division of Flight Centres)
- September 2006** *The Future of Fragrance: Australian Experiences*  
Analysis of the evolving structure of the market for perfumes in Australia  
The Nuance Group (Australia)
- July 2006** *Service Desk Report Card*  
Observations on Customer Service  
CSC Australia
- June 2006** *Award Submission to International Customer Service Professionals*  
CSC Australia (as a competitor for customers service awards)
- June 2006** *Blind Interviews Report*  
*The 'lucky dip' to find an open-minded, positive, well-informed travel agency*  
Contiki Holidays

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- April 2006** *Let's Talk About Y*  
Generation Y and the implications for business  
ThinkEvans thinkpiece
- October 2004** Strategic Business Plan 2004/2005  
CiEvents (a division of Flight Centres)
- September 2004** *Achieving Effective Self-Regulation*  
Recommendations for Reform  
Australian Communications Industry Forum (now Communications Alliance)
- June 2004** *Military Justice System Performance Measurement v1.2*  
Project Update to include Mental Health & Wellbeing Issues  
Inspector General of the Australian Defence Force
- May 2004** *Military Justice System Performance Measurement v1.1*  
Project Update to include Attitudes Measurement  
Inspector General of the Australian Defence Force
- February 2004** *Military Justice System Performance Measurement v1.0*  
Project Monograph  
Inspector General of the Australian Defence Force
- December 2003** *Military Justice System Performance Measurement v1.0*  
Final Report from the Research & Development Project  
Inspector General of the Australian Defence Force