



Optimiza implements HRM Capability Improvement and EPMO launch and Operation Projects for a 500-Branch Bank located in Jordan

During the fall of 2007 and after having implemented a new organization design, the management of a leading bank in Jordan had acknowledged the need for developing the Human Resources Management (HRM) function to support the needs of the new design. Moreover, to support the implementation of the new organizational design with effective transition management, design and implement a new grading, performance management, and compensation and benefits systems as well as attracting, recruiting, and retaining qualified and motivated employees in an efficient and effective manner, these initiatives are targeted towards reemphasizing the bank's commitment to its staff and visibly identifying its top performers and differentiate how they are rewarded.

Optimiza carried out an HR Development initiative that included the design and deployment of:

- Finalizing Organization Design (OD) approvals
- Identified Key positions vacancies
- Prepared and approved job descriptions for all the new OD positions
- Conducted job evaluations
- Performed complete employee mapping to the new OD
- Performed impact analysis of the new OD on the employees
- Recommended a new Compensation and Benefits structure
- Recommended a new Performance Management framework

At the same time, the bank sought after effectively monitoring the execution of all of its business transformation programs and their associated projects to be executed in its headquarters, through launching a permanent Enterprise Program Management Office (EPMO).

Optimiza had immediately deployed the needed skillful resources, which were equipped with practically-proven, world-class best practice portfolio, program, and project management methodology and tools, helped in designing, establishing, launching, and operating the intended EPMO as a new department in the headquarters, and handed the unit over to the bank specialists within a period of nine months.

The EPMO managed to successfully monitor the bank's portfolio of projects, inside and outside Jordan, in addition to completing the following activities:

- Started up new mission critical programs/ projects
- Created the bank master projects plan
- Performed capacity planning for the various departments to determine their capacity to deliver planned and budgeted projects
- Designed, built, and delivered project management training
- Performed projects' health check and assisted in technology selection