## THE TASK

A fledgling UK-based multinational construction company, with its headquarters in London, has been trading for just one year.

A new management team is needed to run the company for the foreseeable future.

The first task facing the new management team is to form a business strategy to satisfy the high demands of the company's shareholders, who are keen to see a quick return on their investment.

Although based in the UK, and subject to UK tax laws and interest rates, expansion into overseas markets, and different continents, may be an attractive proposition. A lot will depend upon the prevailing economic climate in the UK, and worldwide.

Working in different countries will present some particular challenges to overcome, such as client restrictions, global competitors and environmental problems (extreme weather conditions, civil unrest, local labour problems etc).

However, the potential rewards and opportunities of operating globally, such as worldwide client base, niche markets and lucrative large-scale contracts, may outweigh the risks.

## MANAGEMENT TEAM

Bryce Neyland
Alex McKenzie
Naida Suprapto
Celia Schofield Christopher Povey

## TIMEFRAME

The company had already been operating for periods 1 to 4 , known as the History year, before the new management team took control.

The new management team were in charge for two different stages.

## The Early Years (periods 5-12)

During the Early Years the competition during the procurement process came from simulated companies, based in particular countries, who could tender for work in their own country only, or worldwide.

Each rival company had their own unique profile and tendering history, which had to be carefully assessed in order to formulate an effective procurement strategy for competing against them.

## The Later Years (periods 13-18)

During the Later Years the competition during the procurement process came from the other 'human' teams in the competition. There was also competition for the services of project managers.

This created an even more uncertain and pressurised environment in which the skills and team dynamics formed in the early years were really put to the test.

## KEY PERFORMANCE INDICATORS

Performance indicators were used to measure the progress of the company in a number of key areas.

The indicators were weighted at the start of the early years to reflect their variability, initially to a 1,000 points
Overall company performance improved from 1,000 to 3,475 points

|  |  | Gross | Operating |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Period | Turnover |  |  | Company Value | Capital <br> Employed | Contract Complete | Forward Workload | Forward Margin | Share Price | Client <br> Satisfact | Total <br> Rating |
| 4 | 40 | 130 | 130 | 170 | 120 | 100 | 70 | 100 | 70 | 70 | 1,000 |
| 5 | 58 | 135 | 155 | 179 | 160 | 115 | 96 | 122 | 71 | 98 | 1,189 |
| 6 | 78 | 129 | 152 | 188 | 189 | 135 | 93 | 120 | 64 | 115 | 1,263 |
| 7 | 95 | 151 | 209 | 214 | 207 | 145 | 85 | 111 | 75 | 145 | 1,437 |
| 8 | 106 | 161 | 238 | 236 | 223 | 175 | 108 | 133 | 88 | 178 | 1,646 |
| 9 | 121 | 174 | 271 | 271 | 236 | 210 | 104 | 132 | 101 | 217 | 1,837 |
| 10 | 131 | 185 | 295 | 302 | 245 | 230 | 112 | 145 | 122 | 257 | 2,024 |
| 11 | 140 | 191 | 310 | 332 | 246 | 255 | 81 | 104 | 137 | 293 | 2,089 |
| 12 | 144 | 197 | 322 | 355 | 253 | 295 | 138 | 147 | 166 | 327 | 2,344 |
| 13 | 153 | 201 | 333 | 404 | 258 | 325 | 122 | 117 | 189 | 374 | 2,476 |
| 14 | 163 | 206 | 346 | 458 | 261 | 365 | 112 | 112 | 235 | 411 | 2,669 |
| 15 | 169 | 209 | 352 | 502 | 264 | 410 | 138 | 119 | 290 | 452 | 2,905 |
| 16 | 172 | 213 | 358 | 543 | 267 | 410 | 159 | 103 | 339 | 485 | 3,049 |
| 17 | 179 | 210 | 356 | 594 | 264 | 440 | 81 | 54 | 351 | 515 | 3,044 |
| 18 | 179 | 210 | 350 | 616 | 267 | 485 | 211 | 163 | 450 | 544 | 3,475 |



Turnover: An indication of how much work the company has done
Gross Profit to Turnover: A measure of how profitable the company's jobs have been
Operating Profit to Turnover: A measure of how profitable the company is after considering all operating factors
Company Value: A measure of the asset value of the company
Capital Employed: A measure of how well the company's infrastructure is being utilised
Contract Completion: An indication of how successful the company is in completing contracts
Forward Workload: The remaining turnover (value) of jobs still in progress
Forward Margin: The remaining profit of jobs still in progress
Share Price: A measure of the strength of the company's share price
Client Satisfaction: An indication of the strength of the relationship build up with the company's clients

## PERFORMANCE SUMMARY

Number of periods: $\quad$ History $\quad$ Since $\quad 14$ Change Basis

Financial Management

| Company value: | $4,793,606$ | $17,380,720$ | $263 \%$ | E |  |
| ---: | ---: | ---: | :--- | :--- | :--- |
| Share price: | 1.25 | 8.03 | $542 \%$ | E |  |
| Capital employed: | $48 \%$ | $92 \%$ |  | A |  |
| Turnover: | $7,356,342$ | $20,147,770$ | $174 \%$ | A |  |
| Job profit: | $5.7 \%$ | $9.7 \%$ |  | D | $\%$ of job cost |
| Overhead costs: | $3.4 \%$ | $2.6 \%$ |  | D | $\%$ of job cost |
| Operating profit: | $1.8 \%$ | $5.1 \%$ |  | D | $\%$ of job cost; net, after tax and interest |
| Dividend paid: | $2.9 \%$ | $1.1 \%$ | D $\%$ of job cost |  |  |

## Overhead Management

Market share:
Market share split (UK):
14 \%

Market share split (OV):
60 \%

Head office staffing level: 40 \%
100 \%
100 \%
100 \%

32 \%
60 \%
40 \%
209 \%
205 \%
205 \%

## Procurement

Number of jobs bid for:
Number of jobs won:
Bidding success rate:

| 21 | 66 |
| ---: | ---: |
| 10 | 34 |
| $48 \%$ | $52 \%$ |

D
D
D Jobs won as a \% of jobs bid for

## Job Progression

Reduction in job costs:
Reduction in job costs:

| $0.11 \%$ | $1.90 \%$ |
| ---: | ---: |
| $0.12 \%$ | $0.36 \%$ |
| $78 \%$ | $32 \%$ |
| 7.8 | 9.0 |
| 0 | 22 |
| 3 | 12 |
| 0 | 0 |
| 0.96 | 0.92 |

D $\%$ due to targeted investments (build cost reductions)
D $\%$ due to targeted investments (risk cost reductions)
D As a \% of the contingency in the bid
D Out of 10
D
D
D
D 0 to 1 where 1 the optimum level

## Basis

The basis for setting each measure was :-
E (At the end of the timeframe)
A (An average for each period of the timeframe)
D (The value during the whole timeframe)

