



Australia's Best
Program Delivery Company

Peak Results, Delivered Together

Rob Thomsett's RAPid Planning processes



AUSTRALIAN
OPALS



Seven Consulting proudly sponsors the world-class Australian Women's National Basketball Team, the Opals, currently ranked #3 globally, crowned FIBA Women's Asia Cup Champions in 2025, and medal winners at the FIBA Women's World Cup 2022 and the Paris 2024 Olympic Games. We also sponsor the Financy Women's Index and, in 2026, launched our Grants Program for Female Athletes to help reduce financial barriers in their sporting careers.

Financy
Women's
Index

TEAMWORK • TRANSPARENCY • DELIVERY

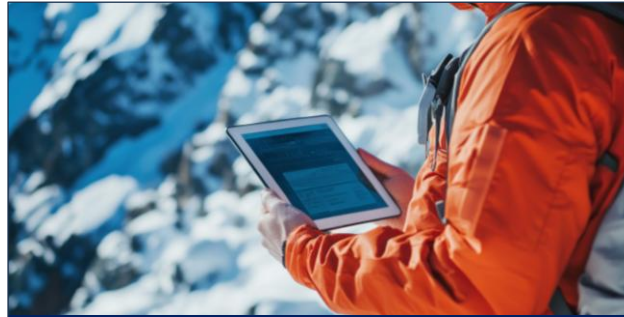


Program Delivery

Complex agile, traditional & hybrid delivery

We deliver some of Australia's most complex and challenging agile, traditional and hybrid programs. We work with our clients to understand their organisational and program characteristics.

These inform how we design a delivery approach to produce the best outcome for our clients. Most of our consultants are scaled agile (SAFe) certified and manage billions of dollars of transformation programs that range in size from <\$1m to >\$500m.



PMO Services

PMO establishment, management & uplift

We establish, uplift and lead PMOs, delivering analytics & insights, scheduling and tool solutions for some of Australia's largest organisations. Our experience ranges from targeted project support to PMO leadership of \$1.5bn programs and enterprise PMOs.



Change Management Services

Design, plan, deliver and embed changes

We provide end-to-end Change Management as a value-adding function of a project. Our role spans program mobilisation and business case through to change readiness, measurement and benefits realisation.

Underpinned by Seven Consulting's tool suite

All of our clients are reference sites

ENTERPRISE TRANSFORMATION OUTCOME

Enterprise Transformation Capability

*Executives increasingly view governance, delivery, adoption and value realisation as interconnected enterprise capabilities — not standalone functions.
Seven Consulting's Consulting services and Tool suite, working in combination, directly uplift your organisation's capacity to deliver integrated transformation outcomes.*

Enabled by the powerful combination of:



Consulting Services

Transformation Capability and EPMO and ITPMO uplifts

Seven Consulting has performed transformation capability reviews and uplift for over 60 organisations incl Optus, Qantas, Australia Post, and Woolworths. 100% of our assignments are reference sites.

Seven Consulting has done dozens of Program reviews for NAB, Macquarie Bank, Optus, Woolworths and many other organisations.



Tool Suite

Leveraging decades of experience to develop world-leading tools

- Portfolio Optimisation Tool (POT): Optimise your portfolio prioritisation and resourcing.
- Pathfinder: Create the right-sized delivery approach & required artefacts
- Objectives, Outputs & Outcomes (O3): Connect your strategy to execution.
- Balanced Score Cards (BSC): Score your portfolio delivery effectiveness

Successfully used on over **\$5bn of programs** annually.

All of our clients are reference sites

Our Clients

Seven Consulting has a proven track record delivering critical outcomes for Australian organisations across industries and domains. 100% of our clients are reference sites.



Our clients and team are our top priorities

Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
Jan-Jun 2026	99.62%	4,767
2025	99.25%	11,007
2024	99.45%	11,668
2023	99.50%	11,223
2022	99.20%	13,191
2021	99.15%	15,932
2020	98.87%	14,455

100% of our clients are reference sites

Team Satisfaction Survey Results

Survey Date	Satisfaction rating
2026	98.51%
2025	97.73%
2024	97.49%
2023	96.49%
2022	98.01%
2021	98.16%



"Every Seven consulting person I have ever worked with has been very good at what they do."



"Strong program delivery capability with the flexibility to scale up and down quickly to meet program and business needs. Look to continue to bring the best of the Seven ecosystem to clients to demonstrate the value-add."



"Very happy with the level of organisation and governance the Seven Project/Program Managers bring to our more complex initiatives."



Equity Trustees

"We have been very impressed with the capability of consultants from Seven Consulting and this has significantly uplifted our project management maturity, discipline, capability and delivery across the organisation."



"Seven Consulting continues to provide consultants who are of a very high calibre and they remain a strategic partner."



"Good people and a focus on support from the central organisation when required."



How do we get to 98+% customer satisfaction?



People

- Over 90%+ permanent workforce, tested extensively through a robust recruitment process.
- High employee engagement.
- Hands on owners that have delivered major programs.
- Training allowances and internal learning sessions, including sessions led by Rob Thomsett—our in-house Thought Leader.
- Comprehensive mentoring.
- 95% SAFe® qualified and internal trainers.



Process

- Regular structured quality assurance of all assignments.
- Weekly review of all assignments' status.
- Industry leading Customer Satisfaction and NPS management.
- Bench support available at no cost to client.
- Holidays and illness cover for clients.



Tools

- Dedicated project tools team.
- Program delivery approach designed with Pathfinder.
- Delivery approach risks defined with Pathfinder.
- Schedule integrity measured with HealthCheck Tool.
- Project reporting with dashboards and scorecards.
- Portfolio Optimisation Tool.

All our clients are reference sites.

How our values impact our delivery?



Teamwork

Teamwork is at the core of what we do because big projects can't be delivered without great teamwork.

We focus on ensuring that the Seven team, the client team and vendors create one team working seamlessly together.



Transparency

Assumptions and poor communications kill projects, whereas openness is the foundation of good relationships and reliable delivery. We remain a completely independent consultancy.



Delivery

A strong emphasis on outcomes focuses the team and grows confidence. With a confident attitude, expert personnel and effective teams we always deliver to our client's high expectations.

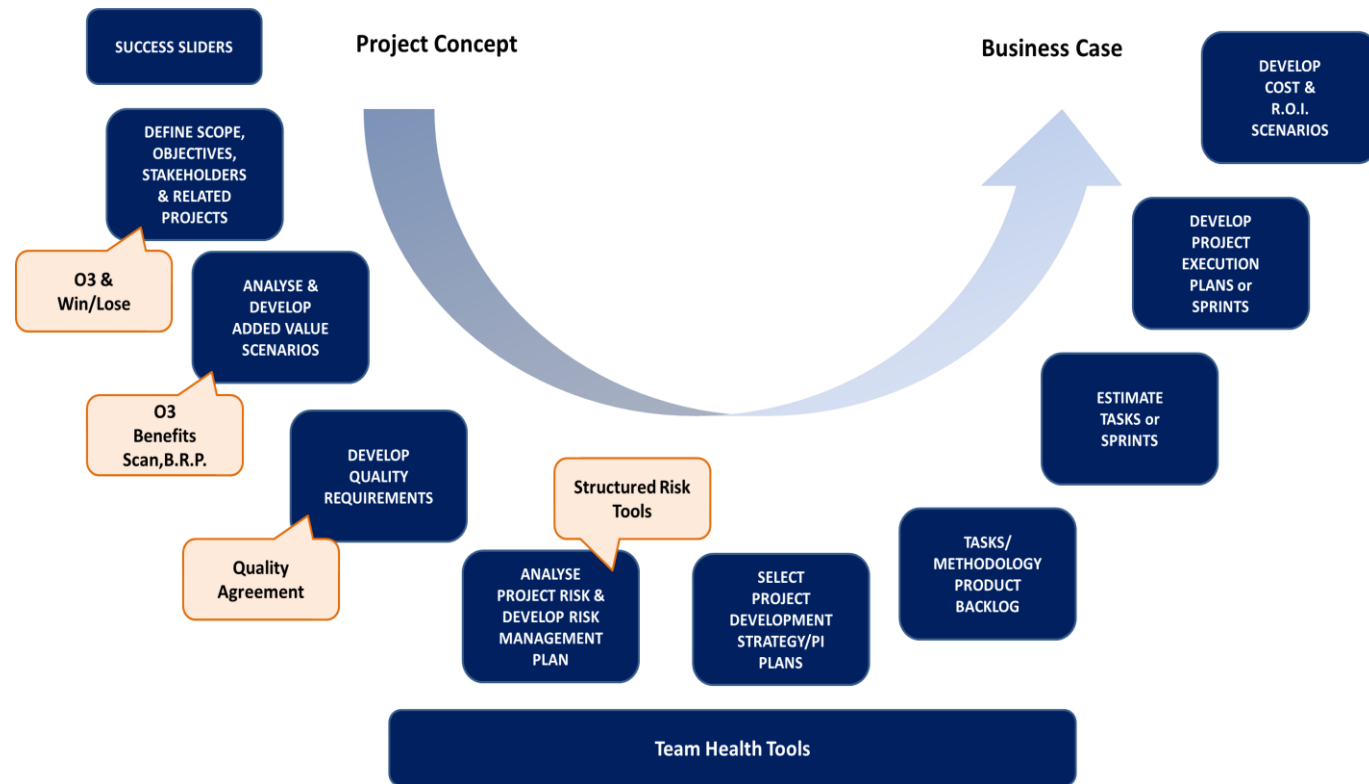
Rob Thomsett's RAPid Planning processes

It is critical for projects to have strong foundations and for stakeholders to have a common understanding of the scope, quality, requirements, cost, time, benefits and team parameters in the very early stages of a project. It is also critical that the risk and stakeholder environments are examined and well understood.

Seven Consulting's Thought Leader Rob Thomsett has created a set of tools that can be leveraged either as part of a RAPid Planning (or RAP) process or individually to ensure that these foundations are in place.

These tools have been successfully leveraged across our clients including Woolworths, CBUS, Energy Australia, NAB, Future Fund, AMP and many more to vastly improve clarity and delivery outcomes from the start of the project.

These tools are outlined in this pack and the links to videos are provided.



Visit this link for more information
<https://www.sevenconsulting.com/pm-plugin-ins-video-series/>

Rob Thomsett's Background



Rob's passion is to enable people within organisations to work in a more agile fashion to assist their organisation in achieving strategic goals faster and more effectively.

Rob has 45+ years of experience in project and change management. He specialises in innovative people-centric and agile models of project management and executive sponsorship. He is acknowledged as a thought leader and a highly-effective executive coach.

His pragmatic and transparent approach to project governance, benefits realisation, agile sponsorship and project management has been adopted by NAB across all bank project portfolios. Elements of this approach have been adopted by CBA, Future Fund and other leading international organisations.

Rob has several published books on project management, including **People & Project Management** (Prentice-Hall, NY, 1981), **Third Wave Project Management** (Prentice Hall, NY 1993), **Radical Project Management** (Prentice-Hall, NY, 2002), **The Agile Project Manager's Toolkit** (Apple iBook, 2013), **The Agile Sponsor** (Seven Consulting, 2015), and **The Real Benefits Management Workbook** (Seven Consulting, 2016).

Over many years, Rob has developed a set of tools to assist sponsors and project managers deal with the diversity of views from stakeholders and from within their teams. The tools were designed as a set of "lenses" to bring the differing views out, to encourage "fierce" conversations and to provide a common focus for those discussions.

They have been proven to bring alignment from stakeholders and teams to critical project management concerns such as scope, objectives, benefits, quality and risk at the initial planning stages. They also assist in the on-going management of change throughout the project. They should be considered as Plug-Ins designed to supplement your core PM skills and techniques not to replace them.

PM Plug-In: Tool Set 1 – O3 and Benefits (basic),

PM Plug-In: Tool Set 2 – Sliders, Stakeholder Scan, Win/Lose.

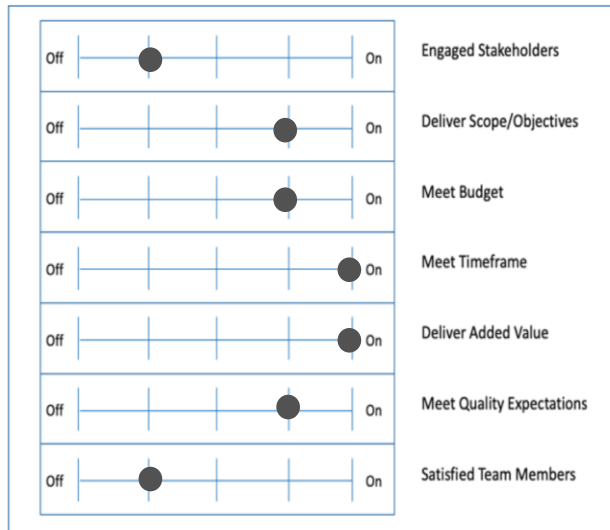
PM Plug-In: Tool Set 3 – Quality Agreement, Risk Tool.

PM Plug-In: Tool Set 4 – RAP (RAPid Planning) Facilitation.

O3 Tool Outputs

Project Success Sliders - O3 Tool

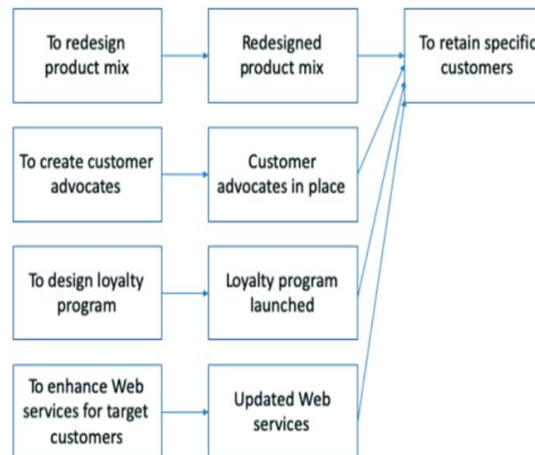
Project Success Sliders



Project Success Sliders go beyond the traditional Scope, Time, Budget & Quality view of success. Using the WOL approach, they define project success in 7 dimensions. Each project will have a unique setting for success as determined by the project Sponsor before the project starts and is monitored and reported during the project.

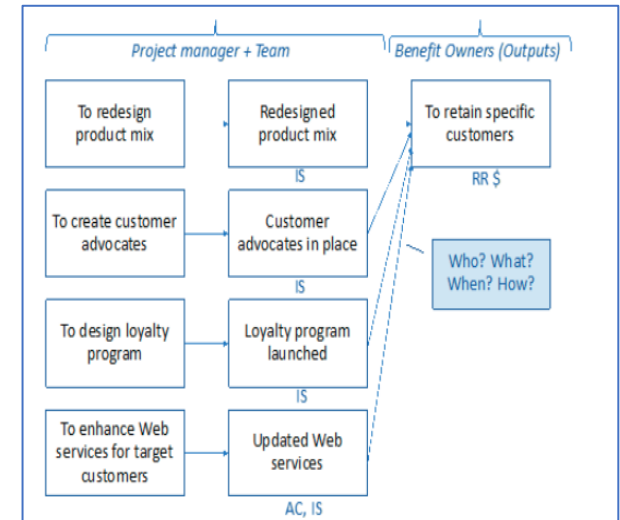
O3 – Objectives, Outputs, Outcomes

Objectives → Outputs → Outcomes



All projects are about Outcomes and associated benefits. Project managers and teams must plan, analyse, design and deliver Outputs that directly lead to the benefits. The O3 model provides simple, yet powerful, view of how the overall project must be structured before, during and after delivery.

Benefit Scans & Benefits Realisation



The O3 tool provides the basis for a Benefits Scan and Benefits Realisation Planning. All Outputs and Outcomes have an associated benefits.

Benefits Planning and Benefits Realisation are clarified by asking the simple questions. This identifies Benefit Owners and associated actions they need to take.

Visit this link for more information

<https://www.sevenconsulting.com/pm-plug-ins-video-series/>

O3 Tools Outputs

Stakeholder Engagement

Stakeholder scan

Stakeholder name / role	Impact (C: Critical, E: Essential IP: Interested Party)	Comments
Mary Jones	C	Sponsor
John Smith	C	CIO
Head of Customer Engagement	C	Customer Engagement are the key Benefit Owners
Mary Kim	E	CFO
Edwin Loo	E	Architecture Group
Julie Jones	C	Change Management is critical
Ameila Thomson, HR Lead	IP	Needs to be kept informed

This tool enables a simple “triage” approach to determining the importance of various stakeholders. It also informs on communication strategies.

Related Project scan

Related Project name	Impact C: Critical / E: Essential	Relationship Type (Organisation Impact, Shared Resources, Data, Function/process, Policy, Technology)
Project Gandalf	C	Data, Shared Resources
Project Amazon	C	Technology
Project Gaga	E	Function/Process

- Organisation Impact: Projects implementing in same business area at or around the same time.
- Shared Resources: Projects sharing the same person.
- Data: Projects linked by dependency upon data.
- Function/Process: Projects linked by a dependency on new process or business function.
- Policy: Projects linked by a dependency on new policy creation.
- Technology: Projects linked by a dependency on new technology provision.

Visit this link for more information
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Managing Stakeholders

The Win/Lose tool

Organisation/People Impact			
Critical Stakeholder	Win (on success)	Loss (on success)	Mitigation Actions
Customer Engagement Team	More products to retain customers	More complex product mix could increase difficulty in communication	Clear process manuals
		Job complexity could increase	Increase training and coaching
	Customer loyalty could increase retention	Increase in skill level could challenge some team members	

A simple but very powerful way of understanding the win/loss dynamic associated with your project is to carefully complete the Win/Lose tool from the perspective of at least all critical stakeholders.

Quality Agreement

Attribute	Mandatory/Not Mandatory	Comments
Conformity	M	
Usability / understandability	M	Given the complexity of the products, ease of understanding is critical
Efficiency	M	
Maintainability	M	
Reusability		
Flexibility		
Reliability / accuracy	M	Customer data accuracy is critical
Portability		
Auditability / security	M	
Job impact		

• Conformity or completeness -	The degree to which the product or service must meet the functional and technical requirements. Does it do what it is supposed to?
• Usability or understandability -	The ease of use and understanding of the new product or service. How easy is it for people to understand its purpose and use?
• Efficiency -	The degree to which the product or service must be efficient in its operation. How quickly can it operate?
• Maintainability -	The ease with which the product or service can be maintained as delivered by the team. How long does it take to correct errors and get the product working again?
• Flexibility or adaptability -	The ease with which the product or service can be changed or enhanced. How expensive is it and how long does it take to add new features?
• Reliability or accuracy -	The degree of errors and non-operation that can be tolerated by people using the new service or product. How long can you be without the product working? Can errors and work-arounds be tolerated?
• Reusability -	The amount of product components that need to be reused by other products. How much of it can be "recycled" into other uses?
• Portability -	The need for the product or service to operate in different operating environments or geographic regions taking into account the differences between these areas. Do you need it to conform to multiple country rules and governance? Does the software have to run on Macs and PCs?
• Auditability/security -	The ease with which the product or service can be audited and made secure from illegal access or fraud. What are the risks you need to design for?
• Job impact -	The degree to which the product or service can or cannot disrupt the existing working and social patterns of the clients or people who use the product. Do people have to adjust to the product or are you going to adjust the product for people?

The Quality Agreement provides a simple tool to explore "what quality means" for the Sponsor and stakeholders.

The tool also informs both Quality Management and Quality Control processes required during the project.

The Quality Agreement is aligned to recent ISO standards.

Team Health Tools

Team Cohesiveness Tool

CHARACTERISTIC	POOR	SOMEWHAT	AVERAGE	GOOD	EXCELLENT
Clear, elevating Goal			●		
Results-driven structure		●			
Competent team members				●	
Unified commitment			●		
Collaborative climate		●			
Standards for excellence		●			
External recognition and support			●		
Principled Leadership				●	

Communication Effectiveness Tool

CHARACTERISTIC	RARELY	SOMETIMES	AVERAGE	ABOVE AVERAGE	ALWAYS
Listening to each other			●		
Use of Active Listening		●			
Acknowledgment and building				●	
Open-ness and honesty			●		
Avoidance of judgement		●			
Looking for points of agreement			●		
Avoidance of re-litigation				●	

Seven Consulting has developed a number of simple tools designed to assist project managers in diagnosing team health, identifying team behaviours that could be enhanced and for building better teams.



Business Case Acceleration

Implementing PM Plug-Ins to accelerate and improve Business Cases



CBUS Chief Information Technology Officer required a major re-set of a complex organisational merger project. The project was time-constrained and required intensive re-planning.



Seven Consulting drove a series of intensive Rapid Planning sessions (RAP) with the key Executive Leadership team in CBUS. Using the Objective-Output-Outcome (O3) tool, the associated Benefits Scan and Benefits Realisation, the Stakeholder and Related Project and the Quality Agreement.



These workshops effectively re-planned the project, aligned all critical stakeholders and were extremely well-received by the CBUS ELT. The Seven Consulting RAP process and associated PM Plug-Ins have been successfully deployed across 3 major CBUS projects and following a request from the C.I.T.O. are being integrated into the CBUS Project Management approach. The quality of CBUS Business Cases has improved together with greater stakeholder alignment and agreement.

Enhanced Stakeholder Collaboration



Enabling Woolworths to embed PM Plug-Ins into EPMO increasing stakeholder engagement in planning



Woolworths' CIO and EPMO required an uplift in engagement of critical business stakeholders in the planning and development of major project Business Cases.



Seven Consulting conducted a series pilots as a “proof of concept” of RAP sessions which embed the Objective-Output-Outcome (O3) tool, the Success Sliders, the Stakeholder and Related Project and Quality Agreement PM Plug-Ins integrated into the Rapid Planning approach (RAP). These pilots were positively received by senior Woolworths executives.



Given that the RAP process dramatically increased stakeholder buy-in and significantly reduced time to create approved Business Cases, Seven Consulting PM Plug-Ins and the RAP process are now embedded in the Woolworths EPMO practices and approaches. Project planning, Business Case development and critical stakeholder engagement have all been enhanced through use of the PM Plug-Ins. In addition, Seven Consulting also up-skilled EPMO and key project managers in the Plug-Ins and RAP process to ensure on-going adoption throughout Woolworths significant project portfolio.

Benefits Management Uplift



Using PM Plug-Ins as the basis for an Enterprise Benefits Management Framework



Deputy Vice-Chancellor and C.O.O. required a full Benefits Management Framework across \$250 million p.a. project portfolio



Seven Consulting built and piloted an ACU Benefits Management Framework using the Objective-Output-Outcome (O3) tool, the associated Benefits Scan and Benefits Realisation Plan. The O3 enabled the integration of Benefits Analysis and Planning into the A.C.U. Business Case, Project Management Framework and Project Prioritisation process. In addition, the Stakeholder and related Project Plug-Ins were also included in the BMF.



Following evidence that the BMF greatly increased stakeholder and sponsor buy-in, the integrated BMF approach to setting scope and objectives based on the O3 Plug-In has been successfully deployed across the A.C.U. Project Portfolio. This enabled clear planning, tracking, reporting of benefits status throughout the delivery cycle and facilitated benefits realization reporting.



Paul Bernard
Program Director

Achievements:

- As Program Director at Australia Post, Paul designed and delivered delivery and assurance uplift and handover for 70 PMs across a multi-hundred million dollar portfolio spanning traditional and agile delivery. He developed “Agile@Post” playbook and playbooks for project controls.
- As Program Director at Invocare, Paul successfully transformed the agile digital delivery portfolio for Australia’s largest funeral care provider. Using elements of SAFe framework, bought together scaled agile cross-functional team of 40+ people across 5 organisations in 6 weeks and negotiated new contracts. He launched B2C e-commerce presence as part of overall digital enablement strategy for company.
- As Program Director at Woolworths, Paul Initiated digital employee experience transformation program. He ran vendor selection program and created business case for program mobilisation. High profile initiative reporting to SteerCo comprising CEO and majority of executive team.
- Ran program review and then executed turnaround for an agile O365 migration for a big 4 consultancy.
- As Program Director at Bank of Queensland, led the technology stream supporting the risk, compliance and regulatory requirements for the integration of the Me bank acquisition
- **Thomsett Plug-Ins Practitioner: Level Certified**

Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customising and optimising project delivery based on each project's and organisation's key characteristics.
2. Reduce the level of project management oversights or omissions.
3. Identify delivery approach risks and mitigants.
4. Create a draft schedule in MS Project or JIRA with streams, phases, deliverables, tasks and dependencies.
5. Enable better project outcomes.
6. All in 30 minutes or less.



Visit us for more information:

<https://www.sevenconsulting.com/project-pathfinder/>

Our projects so far:

Seven Consulting has been giving back to the wider community since 2007, by supporting our team and their families in voluntary projects to assist those who find themselves in need of help.

2007

Sydney

- Villawood Detention Centre

2008

Sydney

- South Australian Detention Centre

2011

Sydney

- Cambodian School Build



2012

Sydney

- Barnardos Kingston House



2013

Sydney

- Youth off the Streets



2015

Sydney

- Jesuit Refugee House – Blaiket
- Melbourne**
- Hanover Crisis Centre



2016

Sydney

- Marian Villa



2017

Melbourne

- Launch Housing **Manila**
- Cerebral Palsy Foundation



2022 – Mini Project 7

Melbourne

- M.A.D. Woman
- The pencil case challenge*
- Manila**
- Bahay ni Maria and Tahanan ng Pagmamahal



2021 – Mini Project 7

In 2021, Seven Consulting continued to acknowledge the importance of fostering a community presence. Seven Consulting team members across three cities were able to participate in multiple mini projects throughout the year to fulfill our Project 7 commitment.



2020

– DONATION DRIVE

Project 7 gave back to the community, by donating \$104,000 across 29 charities, enabling these organisations to create real change in the lives of those who need it most.



2019

Sydney

- Dignity.org.au
- Melbourne**
- Avalon Centre
- Manila**
- Bahay San Jose – House with No Steps Foundation



2018

Sydney

- Erin's Place
- Melbourne**
- M.A.D. Woman Foundation
- Manila**
- Concordia Children's Services



2023 – Mini Project 7

Sydney & Melbourne

- Clean Up Australia
- HeartKids
- M.A.D. Woman
- Sydney**
- Balmoral Burn
- Monika's Rescue
- Pocket City Farms
- Manila**
- Solar Hope
- JCI Batangas Caballero



2024

Sydney

- Northern Beaches Women's Shelter
- Melbourne**
- Community Housing Limited
- Manila**
- Habitat for Humanity Philippines
- Tanging Yaman Foundation Inc.



2025

Sydney

- CatholicCare

Melbourne

- Lighthouse Foundation

Manila

- A Home for the Angels



2026

Sydney

- Wesley Mission

Manila

- SOS Children's Villages



Lunchtime Brown Bag Expert Sessions

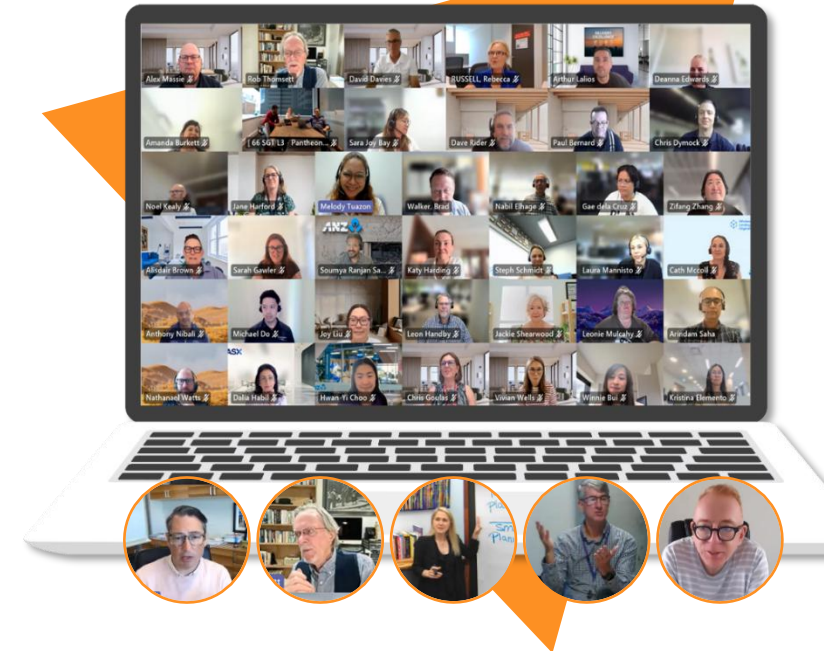
Since February 2025, Seven Consulting has been providing free monthly expert sessions on a variety of delivery-focused topics. We consistently see attendance at 100+ attendees and feel this is a great way for our delivery community to share learnings and discuss strong practice. We look forward to continuing to provide this value-added activity to our expanding client base.

100+
average attendees

16
brown bag
sessions held to date

Here are the upcoming dates, with more to come:

DATE	TOPIC	PRESENTER
20 August 2026	Regulatory and Compliance Delivery using 5-minute settlement as an example	Mike Stockley
17 September 2026	Prioritisation	Declan Boylan





SEVEN CONSULTING DELIVERY SUMMIT



The purpose of the Seven Consulting annual Delivery Summit is to share our clients' best practices in program and project delivery. It also serves as a celebration of success, a thank you, a training session, and a networking opportunity for our clients and their selected delivery leads.

Some of the Delivery Summit Speakers include:

John Hunt - CIO & Managing Director of Group Enablement, Woolworths Group; **Jeya Shan** - Director Strategic Projects, CLP Power Hong Kong Limited; **Mick O'Brien** - Managing Director, EQT; **Darren Abbruzzese** - CIO Business Banking and Group Digital, NAB; **Glenn Waterson** - GM Retail Transformation, AGL; **Victoria Jones** - Head of Lending Transformation, ANZ; **Jane Harford** - Former Director of IT, Melbourne Girls Grammar; **Cindy Vandecasteele** - Former General Manager Customer Engagement, Alinta Energy; **Cameron McLean** - Former Chief Technology & Data Officer, GMHBA; **Margaret Wilde** - Program Director, NAB; **Geraldine Chin Moody** - Non-Executive Director & Chair Advisory Board, Directors Australia; **Alice Kunek** - Australian Professional Basketball Player, Seven Consulting Opals; **Kristy Wallace** - Australian Professional Basketball Player, Seven Consulting Opals

We have achieved an average NPS of **68** across our **6** Delivery Summits

Our Delivery Summit Supporting Organisations



Visit us for more information: www.sevenconsulting.com/seven-consulting-delivery-summit

AUSTRALIAN OPALS

Seven Consulting is proud to continue as a Major Sponsor of the Australian Women's National Basketball Team, the Australian Opals, currently ranked #3 in the world.

This builds on our ongoing commitment to elite women's sport, continuing our investment with them since 2022.

Our support of women's sport began in 2017 as the first dedicated sponsor of the CommBank Matildas, backing their journey through to the 2023 FIFA Women's World Cup.



Australia's Best
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