

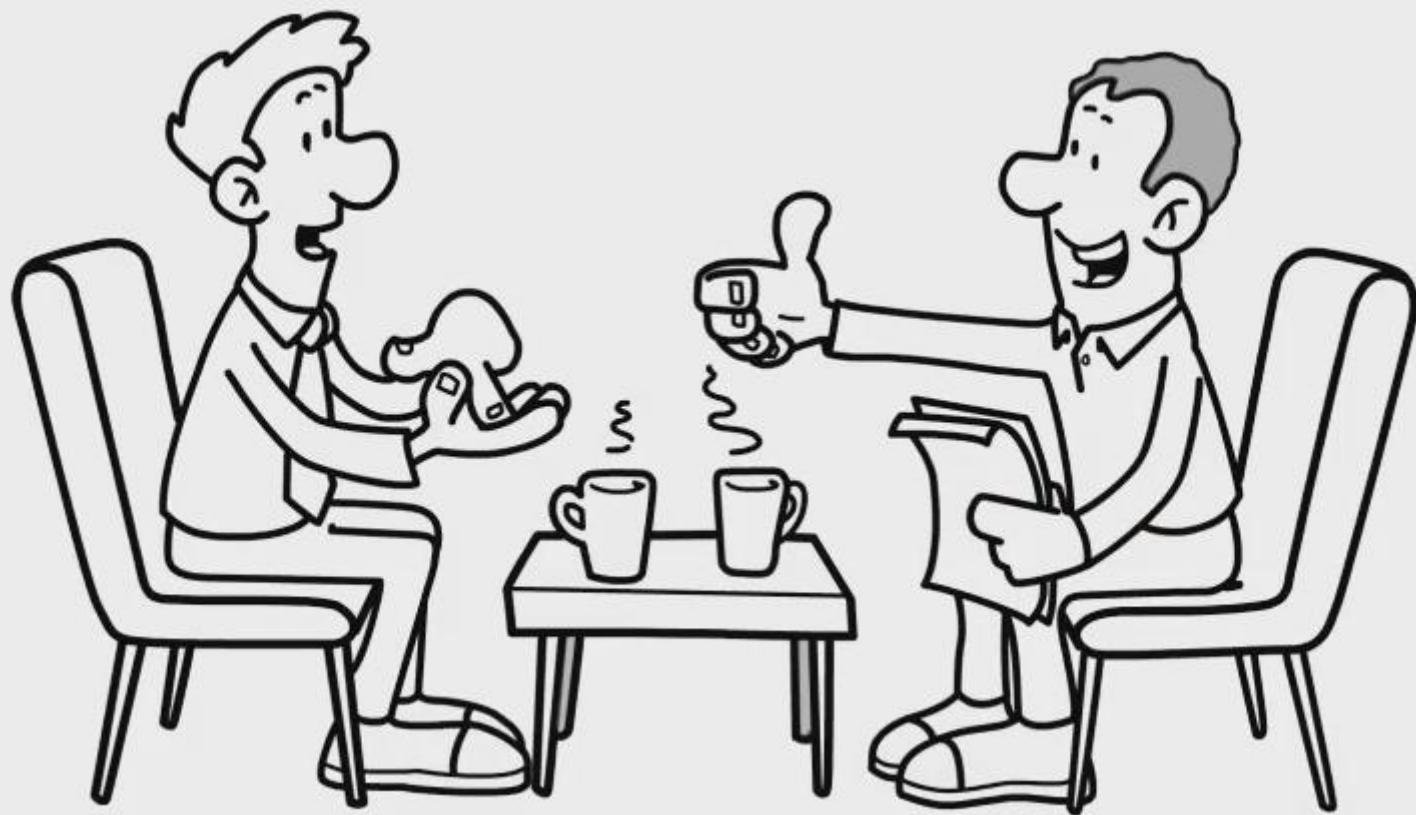


THE
BUSINESS
EVALUATION
CENTRE

Part of the Knight Griffin Group

Finding Business Value & Return On Investment in Projects and Programmes

Colin Millward MBA PMP® CRP





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Introduction

The Business Evaluation Centre

- Formed in 2003, as Knight Griffin Pte. Ltd., originally for software consultancy
- Expanded into training in 2011
- Partnered with ROI Institute in early 2014



Colin Millward

- Founder and Managing Director
- 25 years in IT and projects globally
- Obtained Project Management Professional in 2005, later Advanced PM and MBA
- Ran more than 150 training courses globally
- Obtained Certified ROI Professional (CRP) in mid 2014

The Business Evaluation Centre

- Official partner for the ROI Institute in Asia since 2015
- Already delivered public and in-house training courses in Singapore, Hong Kong and the Philippines
- Ran our first ROI Certification Class in January 2016 with more planned



The ROI Institute

5,000

impact studies conducted worldwide *each year*

20

years of process refinement

> 60

countries use the methodology

> 4,500

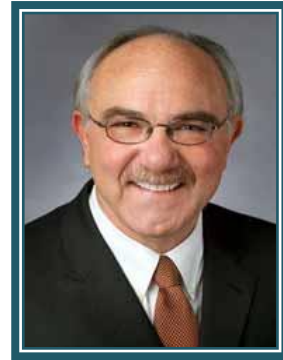
certified ROI consultants worldwide (CRP)

> 75

books on ROI published so far

ROI INSTITUTE™

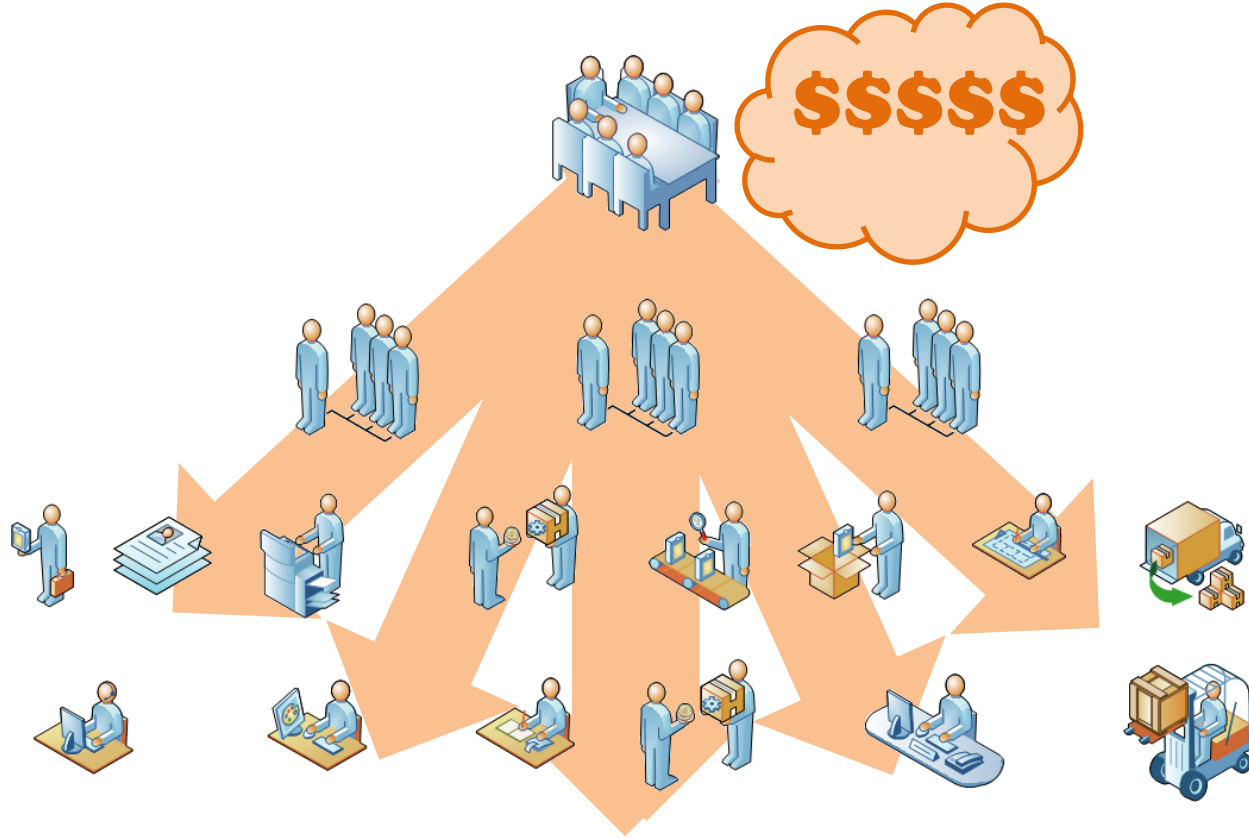
Formed in 1992 by
Dr. Jack Phillips



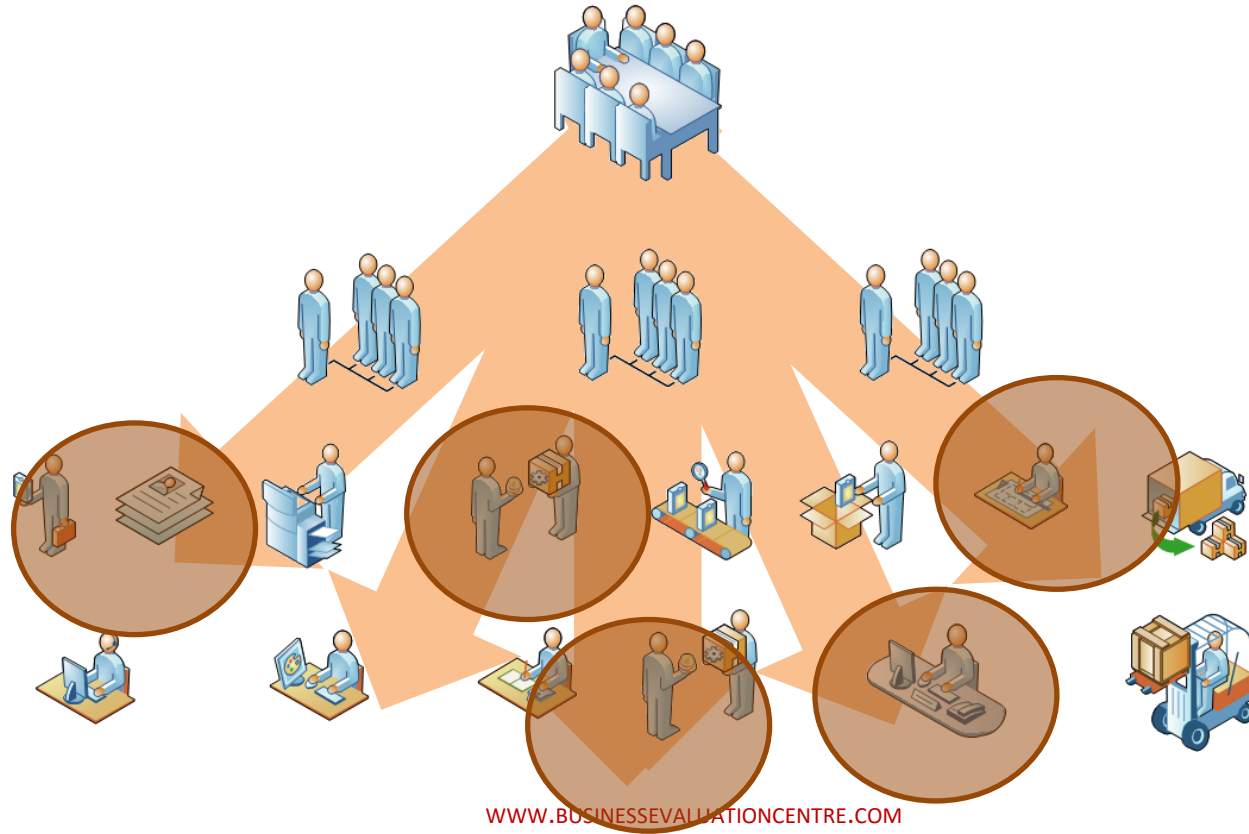
The leading resource on research,
training and networking for
Practitioners of the Phillips ROI
Methodology™

Return On Investment

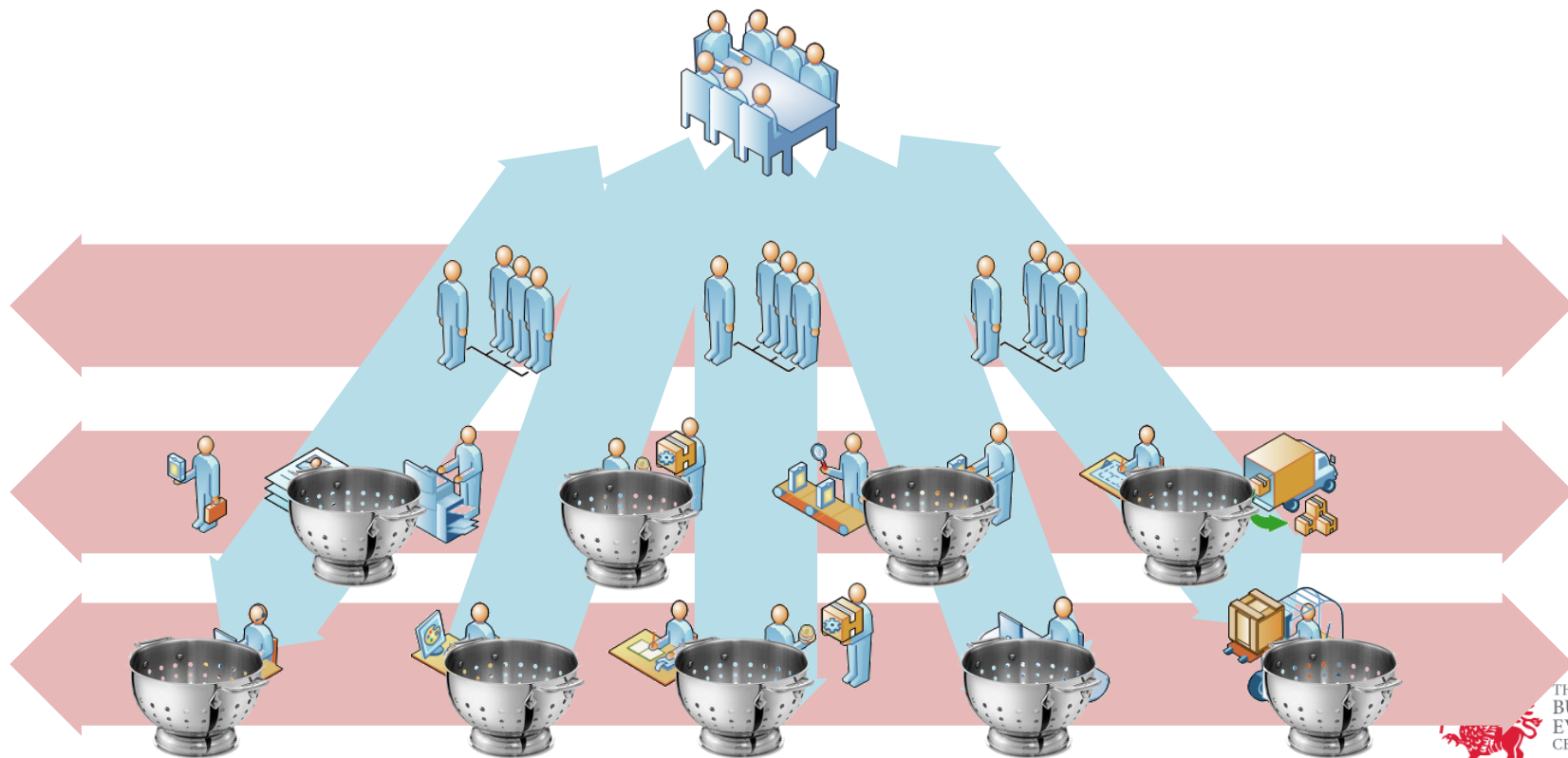
$$\text{ROI} = \frac{\text{Benefit} - \text{Cost}}{\text{Cost}} \times 100$$



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Non-Capitalised Investment

80% approximate amount spent on non-capital corporate expenditures annually

Human Resource / Human Capital

Training / Learning and Development

Leadership / Coaching / Mentoring

Consulting

Project Management Methods

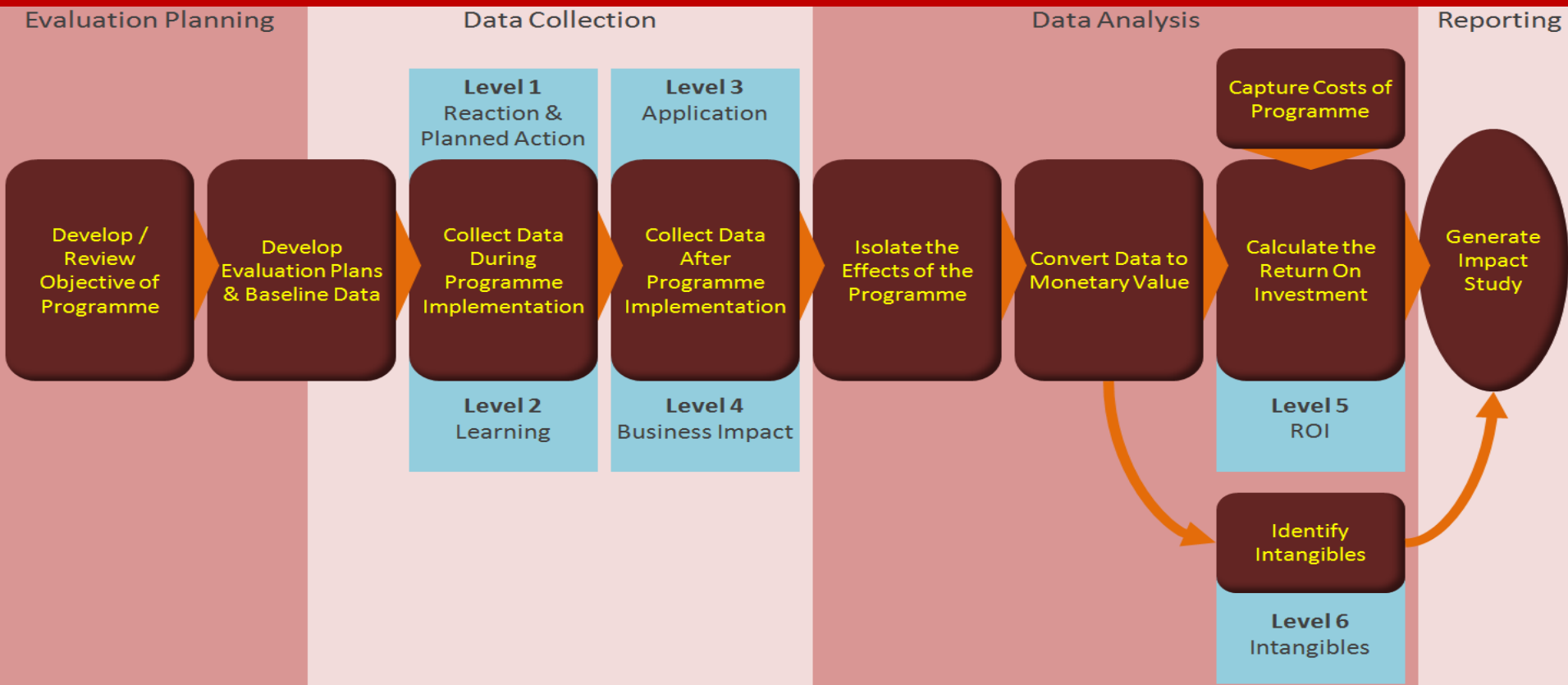
Marketing

Risk

Health and Safety

Quality

The Phillips ROI Methodology[®]



ROI Impact Studies

Executive Leadership Development (Banking)

Programme analysis revealed an ROI of 62% plus intangible benefits such as improved communications, better team rapport and company loyalty

Sales Technology Implementation (Oil)

Programme analysis revealed an ROI of 206% plus intangible benefits such as improved customer satisfaction through demonstration of strong skills on-site

Masters Degree Financial Value (Business School)

Programme analysis revealed a negative short-term ROI but a long, consistent payback period. Numerous intangible benefits such as increased confidence

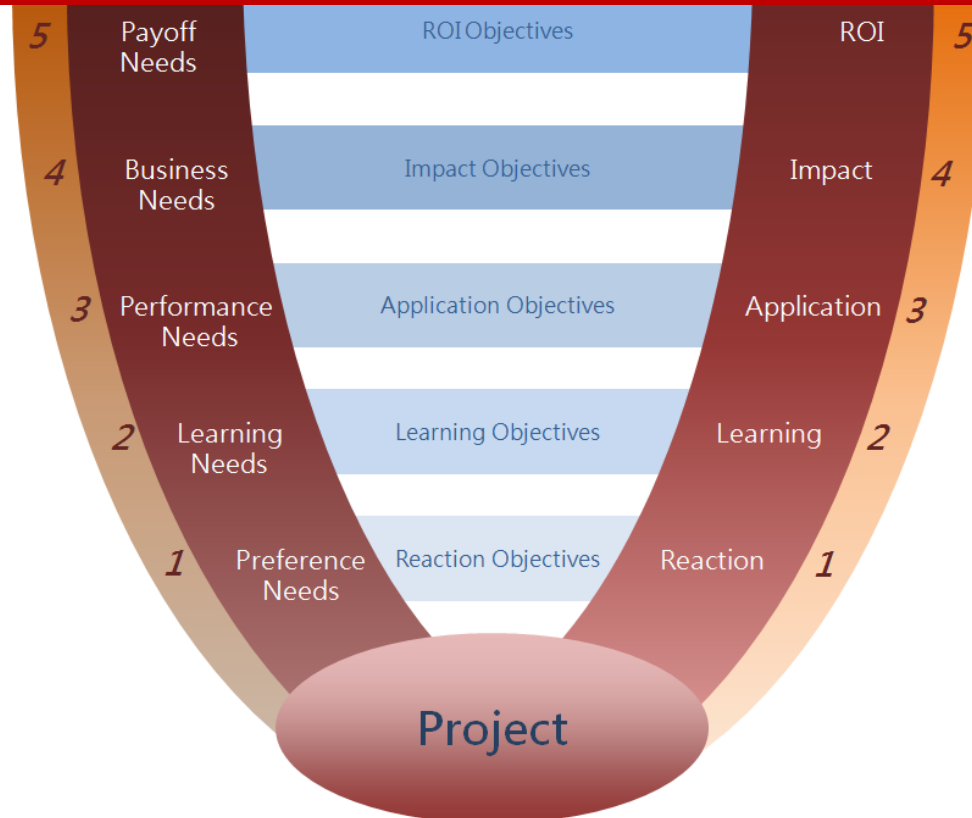
Project Management Training (Restaurant Chain)

Programme analysis revealed an ROI of 298%

ROI Impact Studies

- Inova Energy developed the ROI for a stress reduction program
- Canadian Imperial Bank of Commerce (CIBC) calculated the ROI for networking among its senior leaders
- Accenture calculated the ROI for a social media system managing the knowledge of their 200,000 consultants
- The US Air Force calculated the ROI for implementing new procedures to prevent an intrusion into a database
- Sprint/Nextel developed the ROI for a diversity programme
- SAP calculated the ROI for a virtual business development conference for the sales team
- The Danish Postal Service calculated the ROI for a project to improve employee engagement
- Wachovia Bank calculated the ROI for sponsoring a major sports event
- The World Food Programme (Rome) developed the ROI for a leadership development program for country directors
- The American Society for Training and Development calculated the ROI for the annual conference
- The United Nations Security Department calculated the ROI for providing Police Training in Kuala Lumpur
- Novartis developed the ROI for a management development programme

A Logical Approach





Why ROI?

Improve your projects
and programmes



Gain approval for
necessary
funding



Gain organisation
support for
your projects



Get the green light for
new projects



Enhance
relationships with
senior executives and
clients



Self improvement and
advancement



Improvement of
departmental
image



Why ROI?

- ✓ **ROI** is the ultimate level of evaluation
- ✓ **ROI** is the language of senior management
- ✓ **ROI** has a rich history of application
- ✓ Many top executives are requiring **ROI** information
- ✓ By becoming skilled in evaluating projects and programmes, you will become increasingly involved in senior management project, programme and steering decisions

Snap this for a discount!



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THE NEXT **ROI MASTER CLASS** WILL BE HELD IN SINGAPORE IN SEPTEMBER 2016.
CALL OUR HOTLINE ON **6526 1282** FOR MORE INFORMATION AND TO ENROL. OR EMAIL US BELOW.
SEE YOU ON THE COURSE!

ENQUIRIES@KNIGHTGRIFFIN.COM