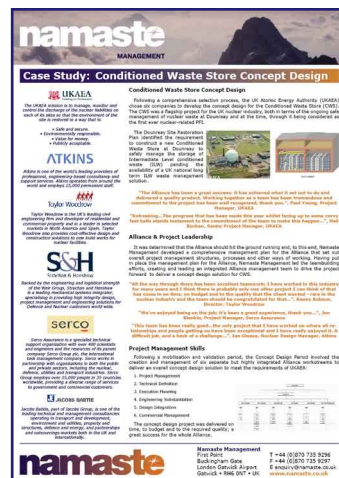


Case Study: Conditioned Waste Store Concept Design

Following a comprehensive selection process, the UK Atomic Energy Authority (UKAEA) chose six companies to develop the concept design for the Conditioned Waste Store (CWS). The CWS was a flagship project for the UK nuclear industry, both in terms of the ongoing safe management of nuclear waste at Dounreay and at the time, through it being considered as the first ever nuclear-related PFI.

Having put in place the management plan for the Alliance, Namaste Management led the teambuilding efforts, creating and leading an integrated Alliance management team to drive the project forward to deliver a concept design solution for CWS.

"All the way through there has been excellent teamwork; I have worked in this industry for many years and I think there is probably only one other project I can think of that has come in on time, on budget and to the quality that the client wanted - rare in the nuclear industry and the team should be congratulated for that...", Kenny Robson, Director, Taylor Woodrow

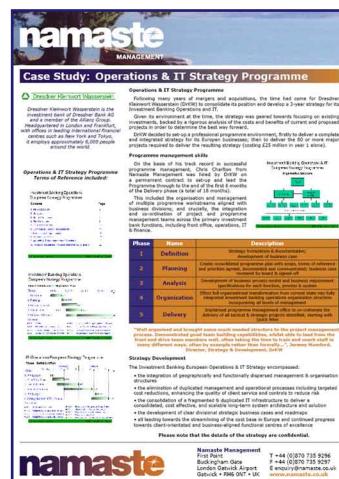


Case Study: Operations & IT Strategy Programme

Following many years of mergers and acquisitions, the time had come for Dresdner Kleinwort Wasserstein (DrKW) to consolidate its position and develop a 3-year strategy for its Investment Banking Operations and IT. On the basis of his track record in successful programme management, Chris Charlton from Namaste Management set-up and led the Programme...

...including the organisation and management of multiple programme workstreams aligned with business divisions; and crucially, the integration and co-ordination of project and programme management teams across the primary investment bank functions, including front office, operations, IT & finance.

"Well organised and brought some much needed structure to the project management process...", Jeremy Mumford, Director, Strategy & Development, DrKW...



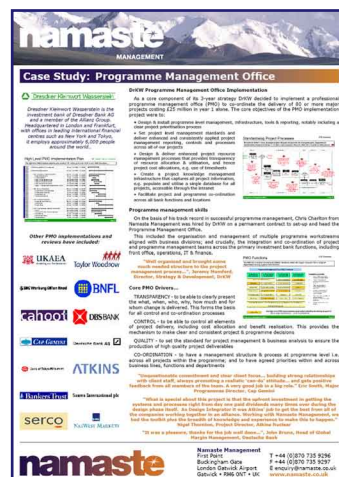
Case Study: PMO Implementations

As a core component of its 3-year strategy DrKW decided to implement a professional programme management office (PMO) to co-ordinate the delivery of 80 or more major projects costing £25 million in year 1 alone...

Namaste Management has been involved in numerous PMO implementations and reviews including the structured integration and co-ordination of multiple projects and teams...

"Unquestionable commitment and clear client focus..." Eric Smith, Major Programmes Director, Cap Gemini

"It was a pleasure, thanks for the job well done..." John Bruno, Head of Global Margin Management, Deutsche Bank

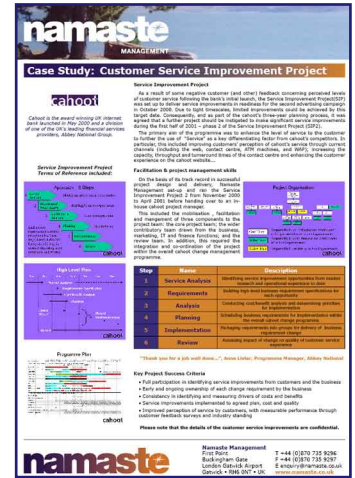


Case Study: Customer Service Improvement Project

The primary aim of the programme was to enhance the level of service to the customer to further the use of "Service" as a key differentiating factor from cahoot's competitors. In particular, this included improving customers' perception of cahoot's service through current channels (including the web, contact centre, ATM machines, and WAP); increasing the capacity, throughput and turnaround times of the contact centre and enhancing the customer experience on the cahoot website...



"Thank you for a job well done...", Anne Lister, Programme Manager, Abbey National

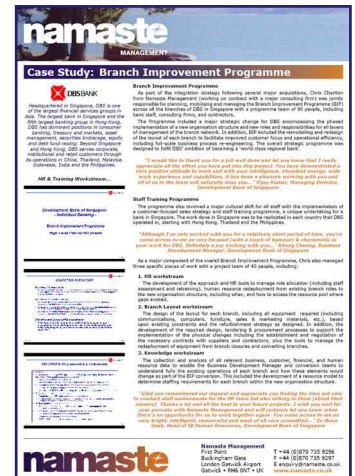


Case Study: Branch Improvement Programme

The Branch Improvement Programme included a major strategic change for DBS Bank encompassing the phased implementation of a new organisation structure and new roles and responsibilities for all layers of management of the branch network. In addition, the programme included the remodelling and redesign of the layout of each branch to facilitate improved customer focus and operational efficiency, including full-scale business process re-engineering. The overall strategic programme was designed to fulfil DBS' ambition of becoming a 'world class regional bank'...



"I would like to thank you for a job well done and let you know that I really appreciate all the effort you have put into this project...", Vijay Kumar, Managing Director, Development Bank of Singapore



Case Study: Euro Strategy & Programmes

Chris Charlton, managing director of Namaste Management, worked with many financial institutions during the euro preparation & conversion period. This included setting up and leading euro programmes; conducting impact assessments; programme and strategy reviews; managing strategy & business requirements definition and conversion projects; and advising on euro preparation strategy. At the sharp end of the conversion weekend itself, Namaste Management was also instrumental in the creation and management of the euro conversion co-ordination centre at Europe's largest bank. Published by Financial Times Management, Chris Charlton's first book, **Euro: Impact & Reality**, a practitioner's guide to euro preparation from strategy to IT and project management was and still is a valuable tool...

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