

# PDCA CONSULTING

Global Leader in IT Service Management & Project Delivery

 [pdcaconsulting.com](https://pdcaconsulting.com)



SINCE  
**2011**



COUNTRIES  
**8+**



CLIENTS  
**Global**

# About PDCA Consulting



Founded  
**2011**

Global leader in IT service management and project delivery



Expertise  
**ITIL® PRINCE2®  
Agile**

Certified methodologies for service and project excellence



Global Reach  
**8 Countries**

International experience with multicultural teams



Approach  
**People Process  
Technology**

Aligning key elements for measurable business value



## Industry Leadership

Certified trainers and co-authors of ITIL® 4 practice guides

## Enterprise Clients



**RBS**

Financial Services



**Commerzbank**

Banking



**IKEA**

Retail



**T-Systems**

Technology

**30+**

Years Experience

**100+**

Projects Delivered

**8**

Countries

# Our Focus

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## Service Management Excellence

Optimizing IT service workflows through proven ITIL® frameworks



## Project Delivery Excellence

Leading successful change initiatives with PRINCE2® & Agile



## Training & Certification

Developing capability through certified training programs



## Process Optimization

Streamlining operations and reducing complexity



## Digital Transformation

Aligning technology with business strategy



## Continuous Improvement

Implementing PDCA cycles for sustained performance

**8**

Countries

**30+**

Years Experience

**100+**

Projects

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# Robert Edward Pinnington



Company  
**PDCA**

Experience  
**30+ yrs**

## Founder & Owner of PDCA Consulting



**Expert** ITIL & Prince2 Master

30+ years international experience in service and program management



**MBA from The Open University Business School**

Advanced business education complementing technical expertise



**Co-author of ITIL® 4 Practice Guide**

Contributing to global best practices in IT service management



**Enterprise Client Success**

RBS

Commerzbank

IKEA

T-Systems

# Our Services



## Training

Certified training in ITIL®, PRINCE2®, and Agile methodologies

Professional Development



## IT Consulting

Strategic IT advisory to align technology with business goals

Digital Strategy



## Program Management

End-to-end program management for complex strategic initiatives

Strategic Delivery



## Project Management

Expert project delivery using industry best practices

On-Time Delivery



## Management Consulting

Strategic business advisory to optimize operations and performance

Business Excellence



## Information Management

Comprehensive information governance and data management

Data Security

“Aligning people, processes, and technology to deliver measurable value”

 Certified Experts

 Global Experience

# Our Trusted Clients

Delivering **significant savings, efficiency improvements, and quality enhancements** for enterprise clients

## **Royal Bank of Scotland**

Financial services transformation and IT service optimization



Savings



Efficiency



Quality

## **Commerzbank**

Trading IT support and service management implementation



Savings



Efficiency



Quality

## **IKEA**

Project management and process optimization for retail operations



Savings



Efficiency



Quality

## **T-Systems**

IT service management and digital transformation initiatives



Savings



Efficiency



Quality

**30+**

Years Experience

**100+**

Projects Delivered

**8**

Countries

# Let's Collaborate



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## Unlock Service Excellence

Let's collaborate to optimize your service workflows, lead successful change initiatives, and scale operational performance through proven best practices and frameworks.



**30+ Years**

Experience



**8 Countries**

Global Reach



**Certified**

Experts



**Enterprise**

Clients

 **Schedule Meeting**

 **Visit Website**

# THANK YOU

Driving Excellence Through Continuous Improvement



Email Us  
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