



## Introducing Lisa Twyford

Lisa Twyford is a highly motivated professional with extensive business improvement and project management experience. As Managing Director and founder of **clear decisions**<sup>TM</sup>, Lisa delivers business services across a wide range of industries to clients such as Elders, Minter Ellison Lawyers, South Australian Cricket Association (SACA), SA Water, University of South Australia, SA Power Networks, Asthma Foundation SA and Zoos SA.



Lisa's foresight and commitment to continual improvement inspires her clients to challenge the business *status quo* and achieve their goals. As a result, she has been recognised with many national and international awards for leadership, excellence and professionalism throughout her career, including a Bronze Stevie Award for Women in Business, the Emerging Leaders Award (Australian Credit Union) and nomination for Telstra Business Women's Awards. At **clear decisions**<sup>TM</sup>, Lisa works across five key business support areas: strategic planning, business analysis and improvement, change management, project management and training.

Lisa successfully guided SACA through the strategic planning process to establish goals for their business as well as their overarching mission and vision. Lisa skillfully facilitated high level discussions within the business and implemented the resulting strategic plan. With her help, SACA's strategic plan became a living document that began a cycle of continuous improvement – a legacy of which Lisa is particularly proud.

SA Water has also benefited from Lisa's passion for business improvement and project management. Lisa created and implemented a corporate-wide project management method to streamline SA Water. This process was so successful that the business still uses the methodology, documents and user guides today, more than five years later. Lisa also trained more than 300 project management and support staff during this complex project – a particularly challenging prospect when new systems are introduced into a business. Her strong project management skills and exceptional ability to bring together stakeholders, senior management and project management teams helped SA Water to transition smoothly through the process and excel in delivering their \$818 M (FY12/13) capital program.

As part of her work with Medicare Local (Country South), Lisa undertook the extensive task of establishing the corporation's governance and operational structure, while providing ongoing project and change management support for the Board and Chief Executive Officer. Lisa provided them with the tools and techniques to establish a



strong foundation and ensure a sustainable framework for future business operations. Her clear direction and commitment to collaboration was invaluable throughout this process. Lisa also worked with Zoos SA to process map future business environments. This led to an instrumental change in the way that Zoos SA thought about and managed their extensive and often complicated program of works.

Lisa has managed many projects, including those for SA Water (Contractor Management System, \$2M), National Wireless (\$3M tender) and YWCA. Her drive and exceptional project management skills are the key to her success and can help any business to grow, improve and succeed – **clear decisions**<sup>™</sup> commitment to its clients. She is a Certified Practicing Project Manager and Prince2 Practitioner with more than a decade of experience in project management. Lisa's project management skills are also underpinned by her understanding of the complex business environment, gained through her Bachelor of Business/Commerce (Monash University) and Bachelor of Law (University of Adelaide).

Lisa is a member of the Australian Institute of Company Directors (AICD), the Australian Institute of Project Management (AIPM) and a passionate Chair for Women in Project Management (WIPM). A regular contributor to the speaking circuit, Lisa has been invited to speak at the AIPM National and State Conferences (2010-13; awarded best presentation in 2010), PMI (Adelaide, 2011-12), Change Management Institute (2013) and the Changes and Challenges Conference (Business SA, 2011-12).

Lisa's clients describe her as professional, focused and results driven – a trusted advisor to management and confidant to work colleagues. Her leadership, patience and persistence while working on complex change initiatives would be valued by any business.

Lisa and the team at **clear decisions**<sup>™</sup> provide clarity, certainty and will work with you to achieve your goals – no matter how challenging. Lisa helps businesses to get things done, work smarter and reach their full potential.