



Client:

AGS Laboratories is a nonprofit diamond grading laboratory with a core mission of consumer protection. One of the few top-tier grading laboratories in the global diamond industry, AGS Laboratories is also a leader in research, having pioneered many advancements, including the creation of the first scientifically reviewed, objective, and repeatable Cut Grade method.



The Challenges:

- Planning for a large and complex initiative to explore expansion outside the U.S.
- Limited resources, including staff time and budget
- Staff's lack of experience in project management
- Large number of stakeholders
- Concerns about brand protection
- Limited experience in developing Request For Proposals (RFPs) and selecting potential partners
- Overly complex business processes

Our Solution:

NeuStrat&PM applied its project management expertise to break down a complex project into distinct manageable phases that would allow for resource optimization, staff development, and meeting aggressive timelines. The engagement included:

- Execution of a comprehensive discovery phase, including validation of the business case
- Stakeholder analysis, including interviews
- Development and execution of a tailored project management plan, including:
 - Weekly status meetings to engage and align the project team
 - Ongoing control and reporting of the triple constraints (scope, time, cost) to project sponsors
 - Communication plan to promote clarity through every phase
- Assistance in the development of an RFP to identify appropriate partners
- Execution of a Lean strategy, including:
 - Training of project team on Lean methodology
 - Development of current and future state maps
 - Development of implementation plan



Results:

- Viable partners identified for further consideration
- Exceptional achievement of complex objectives
 - 100% of milestones delivered on time and within quality requirements
 - 45% of major tasks completed on schedule and 55% ahead of schedule
 - Total project costs reduced to 18% below budget over a period of six months
- Improved staff knowledge of project management principles and LEAN methodology
 - Nine employees achieved Six Sigma White Belt certification

Client Testimony:

“Exploring expansion outside of the continental U.S. was a first for AGS Laboratories, and our team needed expertise and guidance on how to plan and carry out such a massive undertaking. NeuStrat&PM was able to quickly identify the key critical elements needed to execute the project and delivered a comprehensive project plan tailored to our needs and resources. NeuStrat&PM also understood our company’s culture and found ways to leverage and develop our existing staff while ensuring project objectives were met.”

— Katherine Bodoh, CEO, American Gem Society and AGS Laboratories

About NeuStrat&PM:

NeuStrat&PM is a boutique business strategy and project management consulting firm that provides expert comprehensive services in project and program management, project portfolio management, process improvement, strategy formulation, and strategic planning.

Founded by Marc Neufcourt in 2017, our company has earned the trust of its clients by providing outstanding project management and strategy services that consistently exceed clients’ expectations.