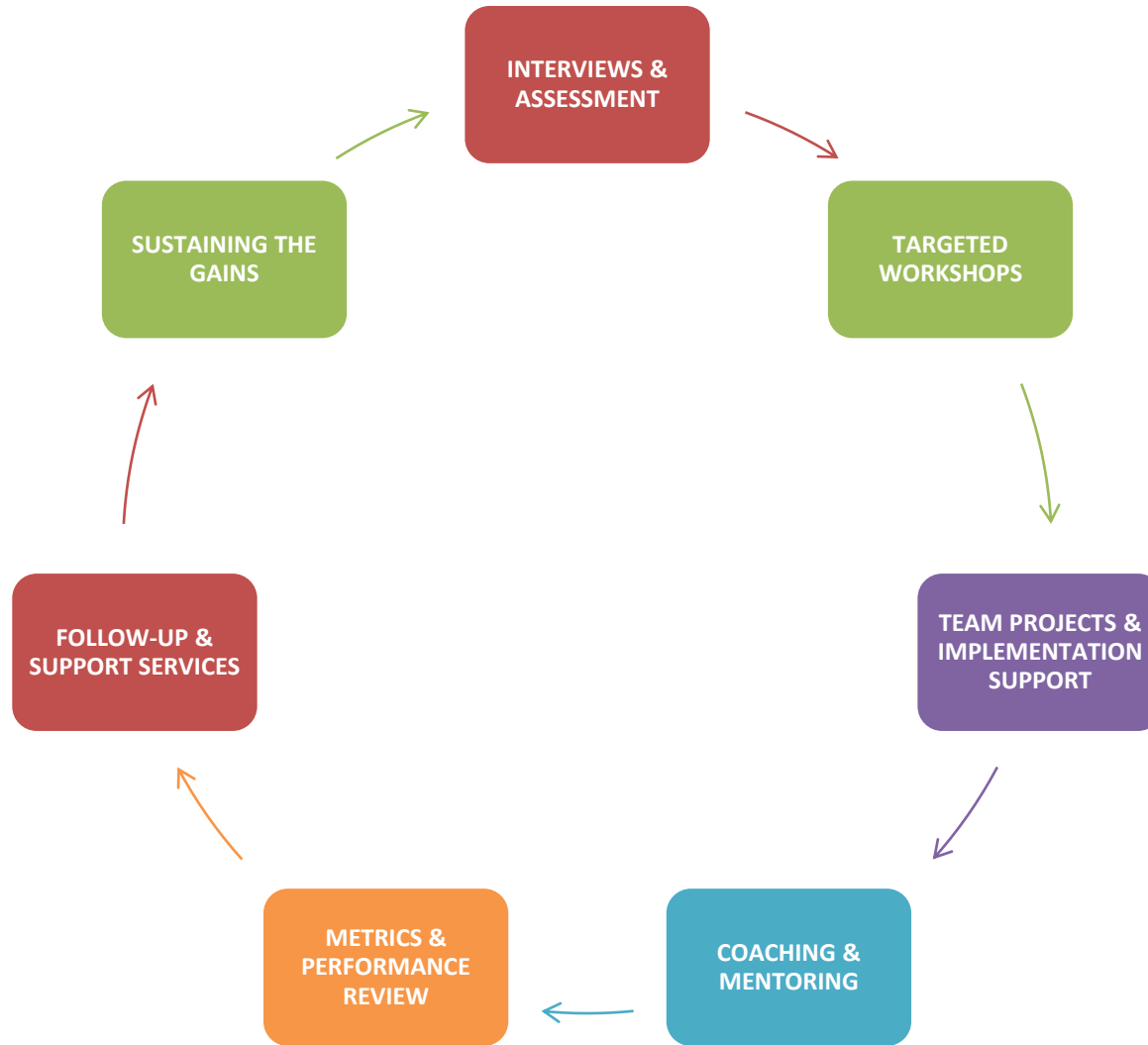


# **ROI ASSESSMENT & PERFORMANCE IMPROVEMENT PROCESS**



# ROI ASSESSMENT & PERFORMANCE IMPROVEMENT PROCESS

## INTERVIEWS & ASSESSMENT

- We meet with leadership, management and staff to gather information

## TARGETED WORKSHOPS

- We prepare and facilitate targeted workshops to address specific needs identified during the interview and assessment phase. Including, but not limited to: Value Stream Assessments (VSA), Problem Solving, Process Improvement, Team Building, Strategic Planning.

## TEAM PROJECTS & IMPLEMENTATION SUPPORT

- During our workshops your teams identify projects that will provide the highest return on investment. We work with them as facilitators, coaches, mentors and trainers to support their initiatives, question their theories and methods, and pass on knowledge

## COACHING & MENTORING

- We provide the outside viewpoint and fresh set of eyes to advise leadership, management and staff of system and organizational barriers that inhibit change and improvement. We coach and mentor leadership on needs to support team progress. We coach and mentor the team members on their projects and educate them on sharing needed information with the leadership team.

## METRICS & PERFORMANCE REVIEW

- We work with leadership, management, staff and team members to prepare key metrics that everyone may use to monitor progress and identify additional areas needing improvement.

## FOLLOW-UP & SUPPORT SERVICES

- We provide follow-up assistance to support team, staff, management and leadership needs to ensure that the continual improvement initiative sustains momentum and continues to deliver results

## SUSTAINING THE GAINS

- We meet with leadership to update current plans, and hold strategic planning sessions that keep the leadership team focused to meet and exceed customer expectations, and achieve 5 and 10 year business goals and objectives.