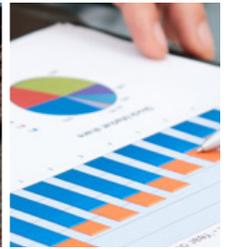




Major Oak
CONSULTING



FACT SHEET

Business Process Excellence

With our experienced consultants, best practice tools and flexible approach, Major Oak is the right choice to be your valued, strategic business partner.

YOUR PROJECT

Whether reengineering or optimization, our projects are driven by our:

- Thorough knowledge of best practices
- Ability to engage those impacted and develop buy-in
- World-class process maps
- Team based future state visioning
- Integration of Performance Measurement & Change Management

In today's fast paced, highly competitive environment, your organization needs to evaluate how to continuously improve performance. This means aligning your company strategy and businesses processes to ensure they support your long term goals as effectively and efficiently as possible. Major Oak helps you look beyond transactions and activities to take a more strategic view of the business, your processes and the people who make it happen.

Transforming Your Processes

Your business can only be as effective as its processes allow. Working with you as a team, we develop a strategy to raise your performance and competency level to drive improved results and better profitability. Major Oak's Business Process Excellence services focus on transformation, productivity improvements and cost reductions can move your functions towards a best practices environment. Mission critical functions are accomplished better, faster and cheaper, with a greater focus on effectiveness and total quality. Our proven approach includes a thorough review of people, processes and technology enablers to develop comprehensive improvement plans. The proposed plan will streamline processes, integrate best practices, realign organizational roles and responsibilities and unleash the power of technology. Major Oak will guide the transition, integrating your strategic goals into the day-to-day processes and establishing a competitive advantage for your business.

Process Reengineering vs Process Optimization

We understand that some initiatives take a broad, long term view of a process, while others prefer to better leverage the existing infrastructure. We start with an understanding of your goals and tailor the approach to your needs. Our **Process Optimization** efforts are focused initiatives improving on the current environment and better leverage technology investments made to date. Our comprehensive **Process Reengineering** methodology develops a long term vision and the roadmap to make the vision a reality.

Performance Measurement

At the heart of any strategy or improvement plan are the measures that evaluate your progress. At Major Oak, we build alignment to focus your energies on the right processes, activities and projects. We identify the key drivers of your operations and business as a whole. This foundation generates valuable quantitative metrics highlighting effectiveness like cycle time, transaction cost and leads converted, as well as qualitative measures like customer satisfaction, product/process quality and error rate. Utilizing best practice tools like benchmarking and balanced scorecards, we put your strategy into practice.

Change Management

People react to improvement efforts with resistance — that's human nature. Major Oak helps your employees and stakeholders understand the changes and their impact to minimize the resistance. We integrate Change Management activities into everything we do. Whether it's coaching your leaders, outlining a communication strategy, drafting presentations and communications or preparing a comprehensive training plan, our focus is on helping your team adapt and excel.

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